TRS Viewer 4.0.0300

TRS Viewer 4.0.0300 Installation Guide.docx

PD-0005103

Viewer Development

20-Jun-2019 02:35:51 AM

ELECTRONIC SIGNATURES

Signed By	Signature Meaning	Outcome	Date
Truong Ngoc Anh	Approved	Approved	19-Jun-2019 11:42:08 PM
Dang Phuoc	Collaborated	Approved	20-Jun-2019 02:35:51 AM

TRS Viewer 4.0.0300
Installation Guide

Document Version Number: 2.0

Issue Date: 19-Jun-2019

DXC.technology

Document Approvals

Role:	Project Manager
Name:	Anh Truong
Signature/Dated:	<Signed/Dated via e-Sig in FirstPoint>

Role:	Technical Lead
Name:	Phuoc Dang
Signature/Dated:	<Signed/Dated via e-Sig in FirstPoint>

Document Identification

Property	Value
Product Name and Version:	TRS Viewer 4.0.0300
Document Title:	Installation Guide
Document Version:	2.0
Issue Date:	19-Jun-2019
Author (s):	Ashfaq Ahmed, Priti Verma

Document Revision History

Document Version	Revision Date	Revised By	Comments
0.1	10-Mar-2019	Ashfaq Ahmed	Created from 4.0.0200 Installation Guide and updated with installation steps for the 4.0.0300 release.
1.0	29-Mar-2019	Ashfaq Ahmed	Ready for Release.
1.1	03-Jun-2019	Priti Verma	Added note in the "TRS Viewer Installation" section for the China region dossiers.
2.0	19-Jun-2019	Priti Verma	Ready for Release.

Disclaimer

The information included in or with this document, in its entirety, is considered both confidential and proprietary, and may not be copied or disclosed to any third party without prior written consent of DXC Technology Company.

Copyright Notice

Table of Contents

List of Tables

List of Figures

About DXC

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change.

Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public-sector clients across 70 countries.

The company's technology independence, global talent and extensive partner network combine to deliver powerful next-generation IT services and solutions.

DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.

The company trades on the New York Stock Exchange under the symbol "DXC."

About TRS Viewer

TRS Viewer is a web-based solution for viewing dossiers from archive locations, such as a file system or FirstDoc. When configured with eCTDXPress, TRS Viewer can additionally view in-progress submissions.

When hosted on your network, TRS Viewer can utilize Windows Active Directory; therefore, there is no need to login to TRS Viewer separately. Additionally, from within TRS Viewer you will have the ability to access to dossiers from other locations where your Windows credentials are recognized, such as a file system.

TRS Viewer can also be integrated with TRS Tracker. Integrating with Tracker provides the ability to launch a view of Applications and Submissions from within Tracker.

TRS Viewer provides several options for locating specific dossiers, identifying your favorite dossiers, and viewing eCTDs with cumulative, single or related sequences. In additional to viewing eCTDs, you can also view NeeS and paper dossiers.

TRS Viewer can also be integrated with FirstDoc.

TOC Legend

The symbol below will appear next to specific entries in the table of contents in order to indicate that a feature is new or has been enhanced in version 4.0.0300.

Additional Reference Information

This guide may contain references to the following TRS Viewer documents.

- TRS Viewer 4.0.0300 System Requirements Definition (SRD)
- TRS Viewer 4.0.0300 Configuration Requirements Specification (CRS)
- TRS Viewer 4.0.0300 Administration Guide
- TRS Viewer 4.0.0300 User Manual
- TRS Viewer 4.0.0300 Training Guide
- TRS Viewer 4.0.0300 What's New QRC

Contact DXC

If you need assistance while using Installation Guide please contact our technical support staff, or check our user community for updates, news, and information on new features from DXC.

Web:	www.dxc.technology
Support	TRSSupport@dxc.com Phone: 1-877-979-7505

1.0 Documentum DFC Environment 7.3 Installation

Note: This section explains the DFC Run time installation that is required for Documentum to functions properly. For a detailed list of prerequisites, please refer to the SRD document (Software Requirement Document).

Note: Visual C++ 2010 Redistributable (x86) is required for Documentum 7.3 to be functional on Windows 2012 and Windows 2016 Servers. If Visual C++ 2010, the DFC 7.3 will not be able to run DMS Documentum service.

1.1 Uninstall DFC 7.2

If there is a prior version installed, it will need to be uninstall before installing the DFC 7.3.

1. Remove old installation of DFC 7.2, so the machine is in a good state. strongly recommend
2. Reboot the machine to let any pending OS files to be deleted.
3. If there any DFC related files, they will need to be uninstalled.
4. The machine will need to be rebooted.
5. Ensure the c:\Program Files\Documentum is empty.

1.2 Installing DFC 7.3 in Windows 2016

1. Extract the DFC 7.3 installation zip to e:\DFCInstall.
2. Launch command prompt with elevated privileges and execute the following:
   set _JAVA_OPTIONS="-Dos.name=Windows Server 2003"
   Run e:\DFCInstall\dfcSetup.exe
3. Make sure to add all the parameters requested by the UI to complete the installation.

1.3 Installing DFC 7.3 in Windows 2012

1. Execute the DFC 7.3 installer with elevated privileges and ensure to add all the parameters required by the UI to complete the installation.

1.4 Post-Installation steps DFC 7.3 in Windows 2012 & 2016 Servers*

1. Register DFC.dll, after installing DFC 7.3_
2. Launch command prompt with elevated privileges
3. Navigate to C:\Program Files\Documentum\Shared
4. Type *{color:blue}regsvr32{color} {color:orange}DFC.dll{color}*

2.0 Installation Order

TRS Viewer 4.0.0200 is installed as an upgrade installation. If there is version prior than 4.0.0200 installed, they will need to be uninstall before installing TRS Viewer 4.0.0000.

The tables in sections 1.1 and 1.2 provide the order in which the installation process should be completed with links to detailed sections. Table 1.1 is for Standalone TRS Viewer (dedicated database). Table 1.2 is for Integrated TRS Viewer (shares a database with eCTDXPress).

2.1 Standalone TRS Viewer

If TRS Viewer will have a dedicated database, follow this installation process.

Table 2-1: Standalone TRS Viewer Installation Process

Viewer Base Installation Process		
Version	**Process**	**Section**
Base 4.0.0000 Installation	Create Database	TRS Viewer 4.0.0000 Oracle Base Database Script (Standalone) TRS Viewer 4.0.0000 MS-SQL Base Database Script (Standalone)
	Install DMS Service	DMS Installation
	Install TRS Viewer 4.0.0000	TRS Viewer 4.0.0000 Application Base Installation
	Install TRS Viewer PDF Plugin 4.0.0000 (installed on client machine)	PDF Plugin Application Installation
Upgrade 4.0.0100 Installation	Upgrade Database to 4.0.0100	TRS Viewer 4.0.0100 Oracle Database Upgrade Script (Standalone or Integrated) TRS Viewer 4.0.0100 MS-SQL Database Upgrade Script (Standalone or Integrated)

Viewer Base Installation Process		
Version	**Process**	**Section**
	Install DMS Service	DMS Installation
	Install TRS Viewer 4.0.0100	TRS Viewer 4.0.0100 Application Upgrade Installation
	Install TRS PDF Plugin 4.0.0100 (installed on client machine)	PDF Plugin 4.0.0100 Application Upgrade Installation
Upgrade 4.0.0200 Installation	Upgrade Database to 4.0.0200	TRS Viewer 4.0.0200 Oracle Database Upgrade Script (Standalone or Integrated) TRS Viewer 4.0.0200 MS-SQL Database Upgrade Script (Standalone or Integrated)
	Install DMS Service	DMS Installation
	Install TRS Viewer 4.0.0200	TRS Viewer 4.0.0200 Application Base/Upgrade Installation
	Install eCTDService 4.0.0200	eCTDService 4.0.0200 Application Base/Upgrade Installation
Upgrade 4.0.0300 Installation	Upgrade Database to 4.0.0300	TRS Viewer 4.0.0300 Oracle Database Upgrade Script (Standalone or Integrated)
	Install DMS Service	DMS Installation
	Install TRS Viewer 4.0.0300	TRS Viewer 4.0.0300 Application Base/Upgrade Installation
	Install eCTDService 4.0.0300	eCTDService 4.0.0300 Application Upgrade Installation
Upgrade Installation Process		
Upgrade TRS Viewer 3420 to	Upgrade Database	TRS Viewer 4.0.0000 Oracle Database Upgrade Script (Standalone or Integrated)OR

Viewer Base Installation Process		
Version	**Process**	**Section**
400000 installation		TRS Viewer 4.0.0000 MS-SQL Database Upgrade Script (Standalone or Integrated)
	Install DMS Service	DMS Installation
	Install TRS Viewer 4.0.0000	TRS Viewer 4.0.0000 Application Base Installation
	Install TRS Viewer PDF Plug In 4.0.0000 (installed on client machine)	PDF Plugin Application Installation
Upgrade TRS Viewer from 3420 to 400100	Upgrade Database to 4.0.0000 &4.0.0100	TRS Viewer 4.0.0000 Oracle Base Database Script (Standalone) OR TRS Viewer 4.0.0000 MS-SQL Base Database Script (Standalone) AND TRS Viewer 4.0.0100 Oracle Database Upgrade Script (Standalone or Integrated) TRS Viewer 4.0.0100 MS-SQL Database Upgrade Script (Standalone or Integrated)
	Install DMS Service 4.0.0100	Deploying DMS 4.0.0000 & 4.0.0100
	Install TRS Viewer 4.0.0100	TRS Viewer 4.0.0100 Application Base/Upgrade Installation
	Install TRS Viewer PDF Plugin 4.0.0100 (installed on client machine)	PDF Plugin 4.0.0100 Application Base/Upgrade Installation

2.2 TRS Integration with TRS Viewer

If TRS Viewer will be sharing an existing TRS PUBLISHING database, follow the below installation steps.

Table 2-2: Integrated TRS Viewer Installation Process

Version	Process	Section/Notes
Base Installation Process		
Base TRS Viewer 4.0.0000 with TRS Publishing 4.0.0000 Integration Installation	Run TRS Publishing 4.0.0000 Database Upgrade Scripts*	Please refer to the TRS Publishing 4.0.0000 Installation Guide.
	Run Integration Script **Note:** This script only needs to be run if TRS Viewer 4.0.0000 will be sharing a database with TRS Publishing 4.0.0000.	TRS Viewer 4.0.0000 Oracle Base Database Script (TRS PUBLISHING Integration) OR TRS Viewer 4.0.0000 MS-SQL Base Database Script (TRS Publishing Integration)
	Install DMS Service	DMS Installation
	Install TRS Viewer 4.0.0000	TRS Viewer 4.0.0000 Application Base Installation
	Install TRSDB Service	TRSDBService
	Install eCTDService 4.0.0000	Installing the eCTDService 4.0.0000
	Install TRS Client Plugin	TRS IntegrationClient Installer
	Install TRS Viewer PDF Plug In 4.0.0000 (installed on the client machine)	PDF Plugin Application Installation

Version	Process	Section/Notes
Base Installation Process		
Upgrade Installation Process		
Upgrade TRS Viewer 4.0.0100 with TRS PUBLISHING 4.0.0100 Integration	Run TRS 4.0.0100 Upgrade Database Scripts*	Please refer to the TRS 4.0.0000 Installation Guide. ***** If upgrading the TRS PUBLISHING database from an earlier version, ensure the upgrade path defined in the TRS PUBLISHING installation guide is followed.
	Run the TRS Viewer Upgrade Integration Database Script	TRS Viewer 4.0.0100 Oracle Database Upgrade Script (Standalone or Integrated) OR TRS Viewer 4.0.0100 MS-SQL Database Upgrade Script (Standalone or Integrated)
	Install DMS Service	Deploying DMS 4.0.0000 & 4.0.0100
	Install TRS Viewer 4.0.0100	TRS Viewer 4.0.0100 Application Base/Upgrade Installation
	Install TRSDB Service	Deploying DBService
	Install eCTDService 4.0.0000	eCTDService 4.0.0100 Application Base/Upgrade Installation
	Install TRS Client Plugin	Client Plugin Installation 4.0.0100

Version	Process	Section/Notes
Base Installation Process		
	Install TRS Viewer PDF Plug In 4.0.0000 (installed on the client machine)	PDF Plugin 4.0.0100 Application Base/Upgrade Installation

Version	Process	Section/Notes
Base Installation Process		
Viewer 4.0.0100 & TRS Publishing 4.0.0100 Integration (TRS Publishing Server)		
Upgrade TRS Viewer 4.0.0100 with TRS PUBLISHING 4.0.0100 Integration	Run TRS 4.0.0100 Upgrade Database Scripts*	Please refer to the TRS 4.0.0000 Installation Guide. ***** If upgrading the TRS PUBLISHING database from an earlier version, ensure the upgrade path defined in the TRS PUBLISHING installation guide is followed.
	Run the TRS Viewer Upgrade Integration Database Script	TRS Viewer 4.0.0100 Oracle Database Upgrade Script (Standalone or Integrated) TRS Viewer 4.0.0100 MS-SQL Database Upgrade Script (Standalone or Integrated)
	Follow the steps provided in the Standalone section of the table to complete the viewer application installation	Standalone TRS Viewer
	eCTDService 4.0.0100 Installation *(Install the eCTDService on the TRS Publishing Server) *(Ensure TRS Publishing 4.0.0100 is installed on the Server before installing eCTDService)	eCTDService 4.0.0100 Application Base/Upgrade Installation eCTDService Configuration Updates for TRS Publishing Server

Version	Process	Section/Notes
Base Installation Process		
Viewer 4.0.0200 & TRS Publishing 4.0.0200 Integration (TRS Publishing Server)		
Upgrade TRS Viewer 4.0.0200 with TRS PUBLISHING 4.0.0200 Integration	Run TRS 4.0.0200 Upgrade Database Scripts*	Please refer to the TRS 4.0.0200 Installation Guide. ***** If upgrading the TRS PUBLISHING database from an earlier version, ensure the upgrade path defined in the TRS PUBLISHING installation guide is followed.
	Run the TRS Viewer Upgrade Integration Database Script	TRS Viewer 4.0.0200 Oracle Database Upgrade Script (Standalone or Integrated) OR TRS Viewer 4.0.0200 MS-SQL Database Upgrade Script (Standalone or Integrated)
	Follow the steps provided in the Standalone section of the table to complete the viewer application installation	Standalone TRS Viewer

Version	Process	Section/Notes
Base Installation Process		
Viewer 4.0.0300 & TRS Publishing 4.0.0300 Integration (TRS Publishing Server)		
Upgrade TRS Viewer 4.0.0300 with TRS Publishing 4.0.0300 Integration	Run TRS 4.0.0300 Upgrade Database Scripts*	Please refer to the TRS 4.0.0300 installation Guide.
		***** If upgrading the TRS PUBLISHING database from an earlier version, ensure the upgrade path defined in the TRS PUBLISHING installation guide is followed.
	Run the TRS Viewer Upgrade Integration Database Script	
	Follow the steps provided in the Standalone section of the table to complete the viewer application installation	Standalone TRS Viewer

3.0 TRS Viewer Database Installation

TRS Viewer can be installed with either an Oracle or a MS SQL database. Oracle must be used for 32-bit machines. MS SQL supports both 32 and 64-bit machines.

TRS Viewer can be deployed with a dedicated database Schema/Catalog (Standalone) or it can be deployed to a share a database Schema/Catalog with an existing TRS Publishing database (Integrated). When sharing a common database with TRS Publishing, the same users and groups can be leveraged between TRS Viewer and TRS Publishing. (e.g. The same login used for eCTDXPress can be used for TRS Viewer, and any existing user mappings will apply in TRS Viewer. See the TRS Viewer Administration Guide for more details on User Management.)

This section provides the process steps for each database creation/upgrade script available. See the Installation Order section for details on which script is appropriate for the installation scenario.

3.1 TRS Viewer 4.0.0000 Oracle Base Database Script (Standalone)

1. Locate the **TRS Viewer 4.0.0000** folder within the installation package and copy it to the machine where the database will be installed. *Oracle Client and access to an Oracle database are necessary on the machine.*
2. Right-click on the **Oracle** folder and select **Properties**. Ensure the **Read-only** check box under the **General** tab is cleared. If not, clear the check box, then select **Apply**, and click the **OK** button to close the Properties dialog box.

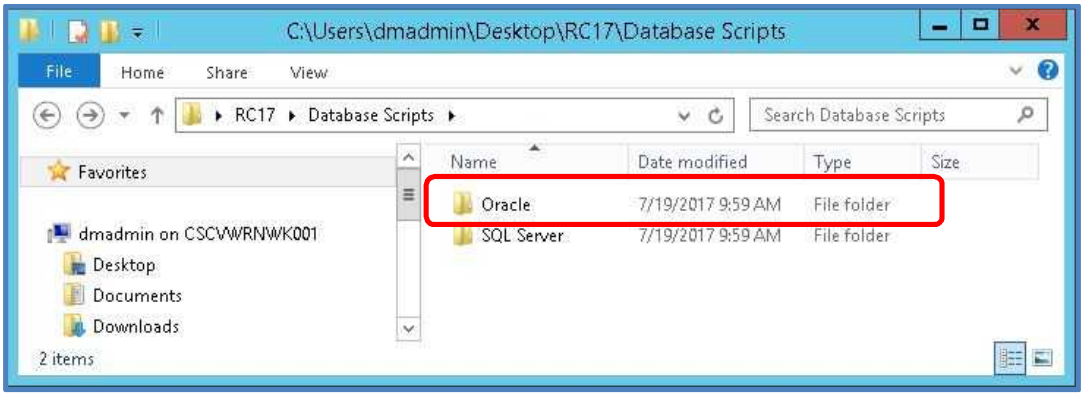


Figure 3-1: Oracle Standalone Base Script Folder

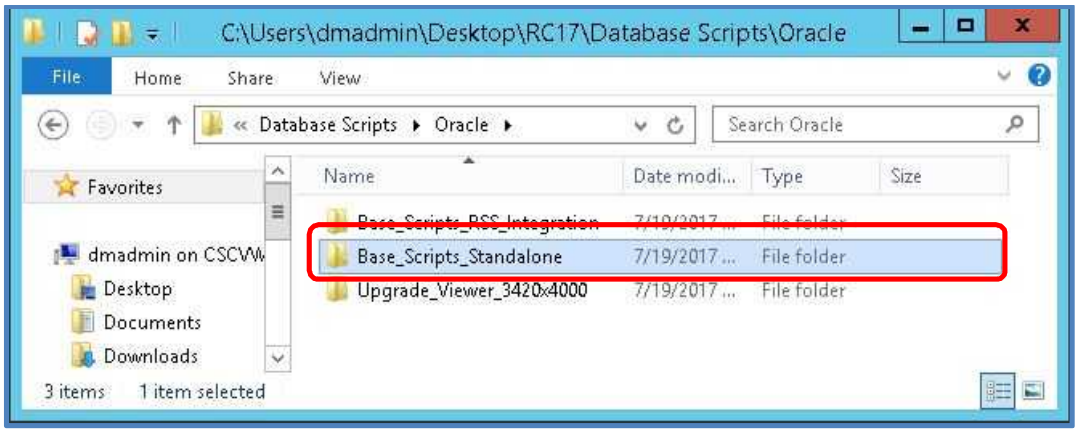


Figure 3-2: Oracle Standalone Folder

3. Double-click on the **Oracle** folder, and then open the **Base Scripts_Standalone** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

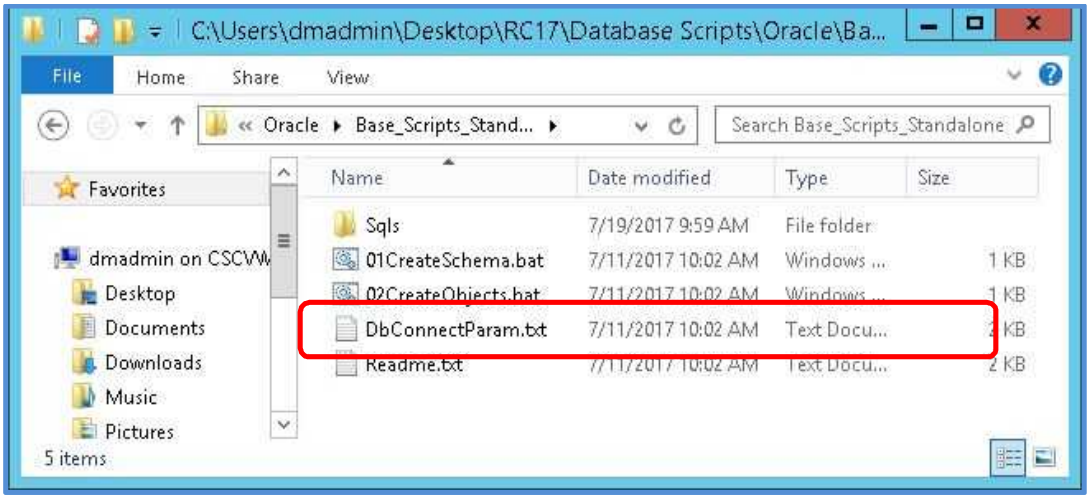


Figure 3-3: Oracle Standalone Base Script Folder Content

4. Double-click on the **DbConnectParam.txt** file.

5. Enter the appropriate parameters to create the database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

define dbstring=	(this is the database instance that should have already been setup; enter the name of the database instance)
define dbuser=	(this is name of the user used for the connection)
define tbs_data=	(this is the name of the table space)
define tbs_indx=	(this is the name of the index table space)
define schema_name=	(this is the name of the schema name and password)
define tbs_temp=	(this is the temporary table space for the schema)

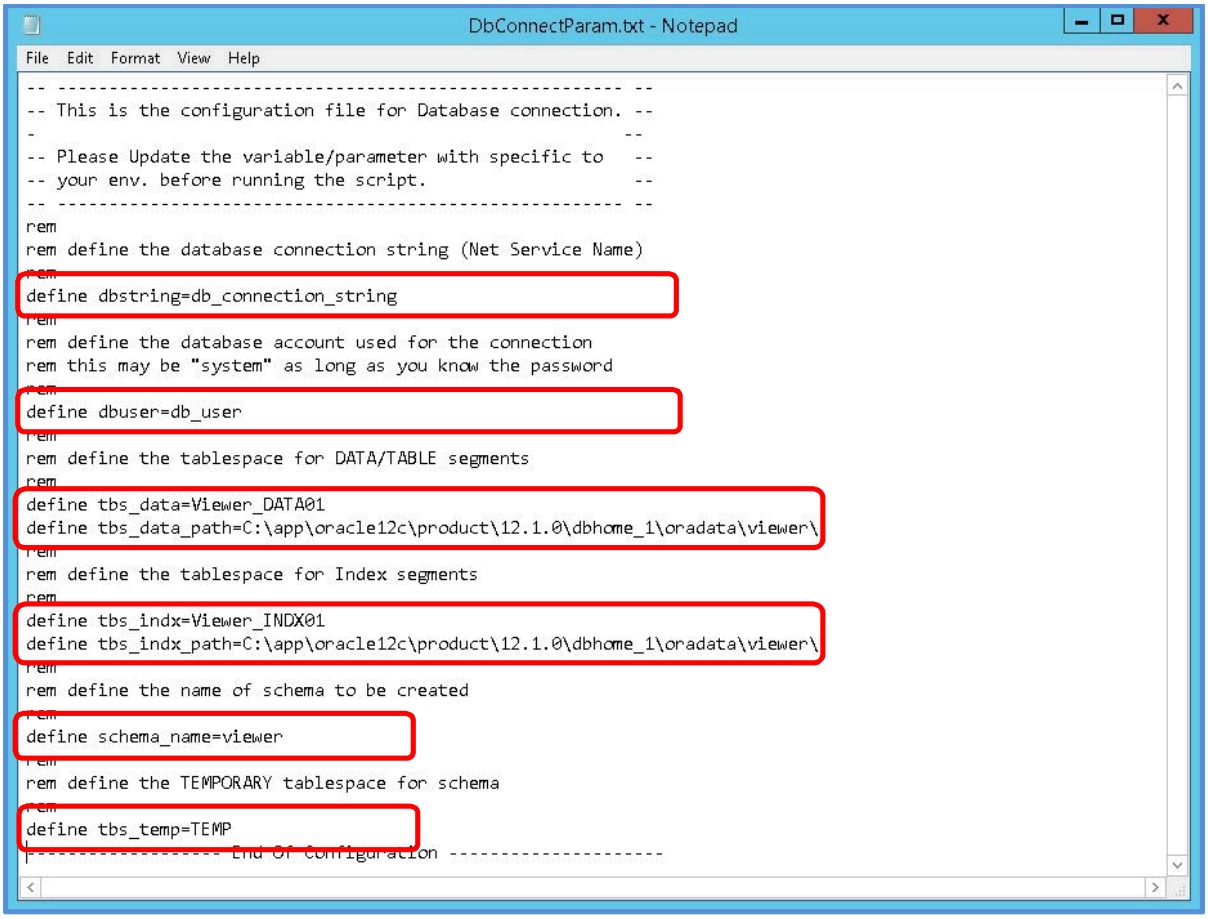


Figure 3-4: Oracle Standalone DbConnectParam.txt Content

6. Once these parameters have been defined, **Save** and then **close** the DbConnectParam file.
7. Double-click on the **01CreateSchema.bat** to run the batch file. (This creates a tablespace and database schema for TRS Viewer.) *The database script will begin to run and then a database system admin password will be requested.*

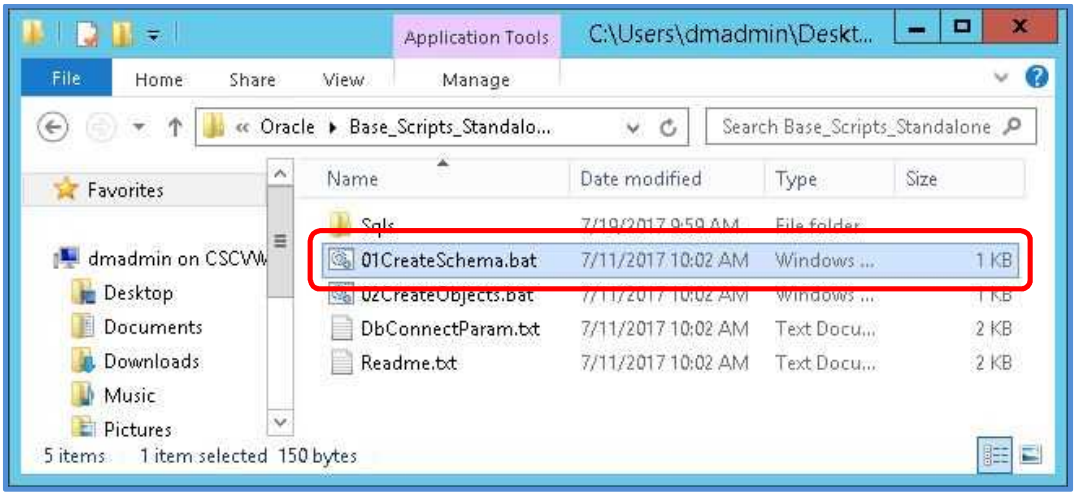


Figure 3-5: 01CreateSchema.bat File Selected

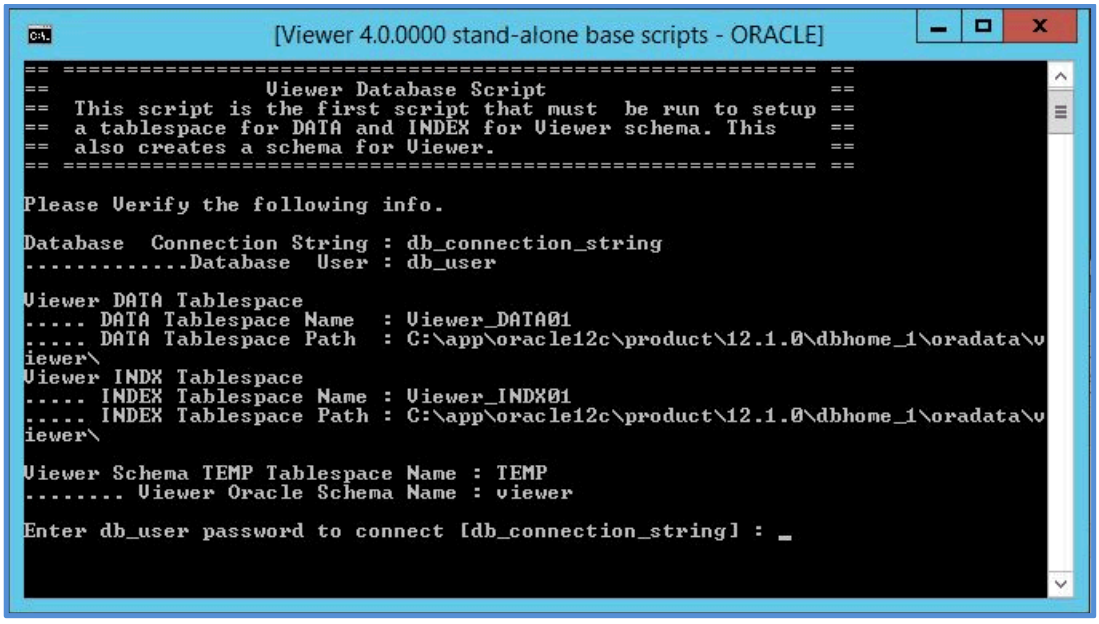


Figure 3-6: Running the Create Schema Batch File

8. Enter the database **System password** and press the **Enter** key to continue running the database script. *The password will be the same as the schema name entered for the schema_name parameter in the DbConnectParam file.*

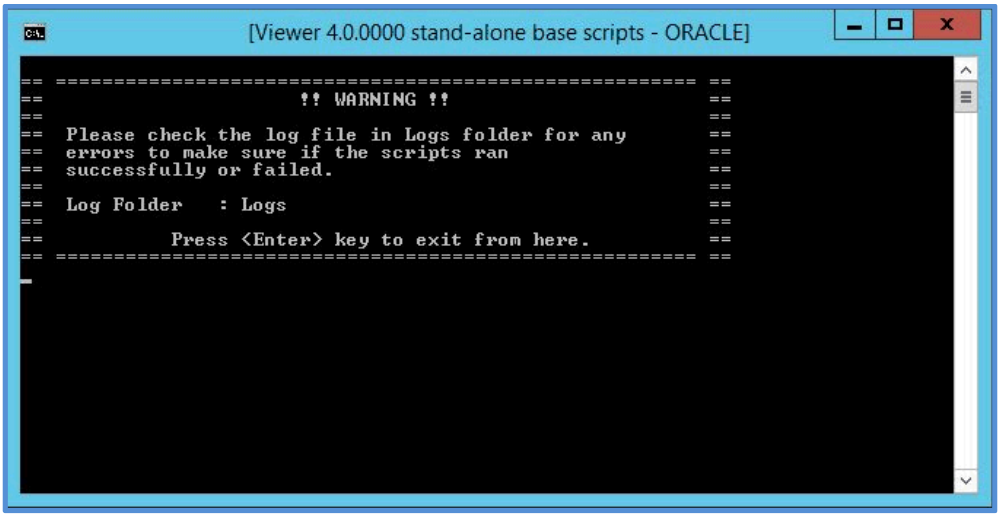


Figure 3-7: Complete the Create Schema Batch Script

9. Press the **Enter** key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press the Enter key for the Log file to be generated, therefore, do not click the X in the upper right corner.*
10. Open the Logs folder and then open the **01_TRS Viewer_SetSchema_logs** file. Review the file for any errors that may have been reported. *If errors are found, it is recommended to roll back the changes in the database re-executing the database script. If the changes are not rolled back, errors will occur certain parameters already exist.*

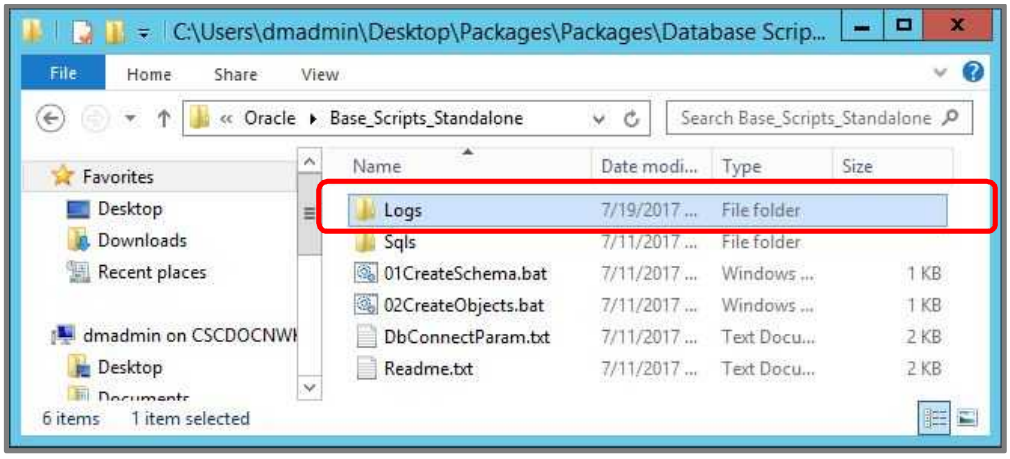


Figure 3-8: Create Schema Log File

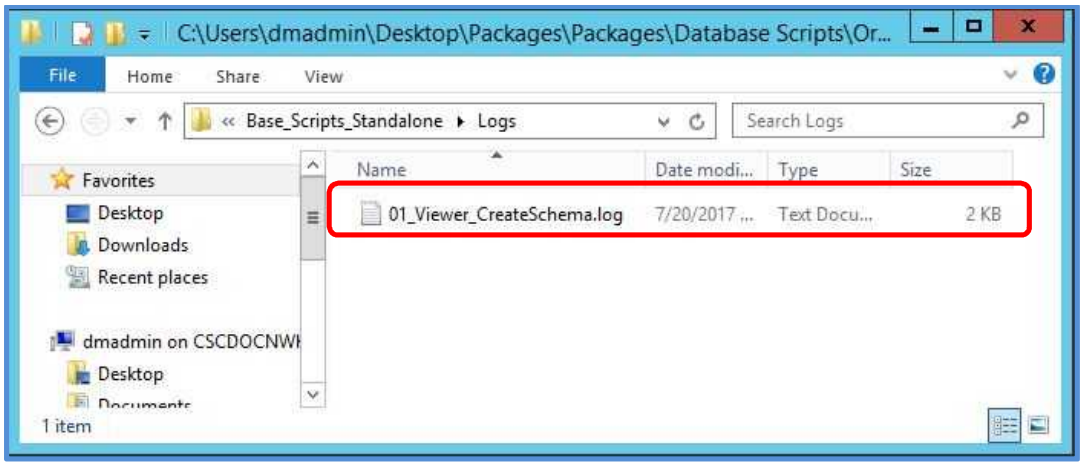


Figure 3-9: 01_TRS Viewer_CreateSchema.log File

11. Double-click on **02CreateObjects.bat** to run the objects batch file. (This will associate the schema objects such as tables, indexes, clusters, and database links). *The script will begin to run.*

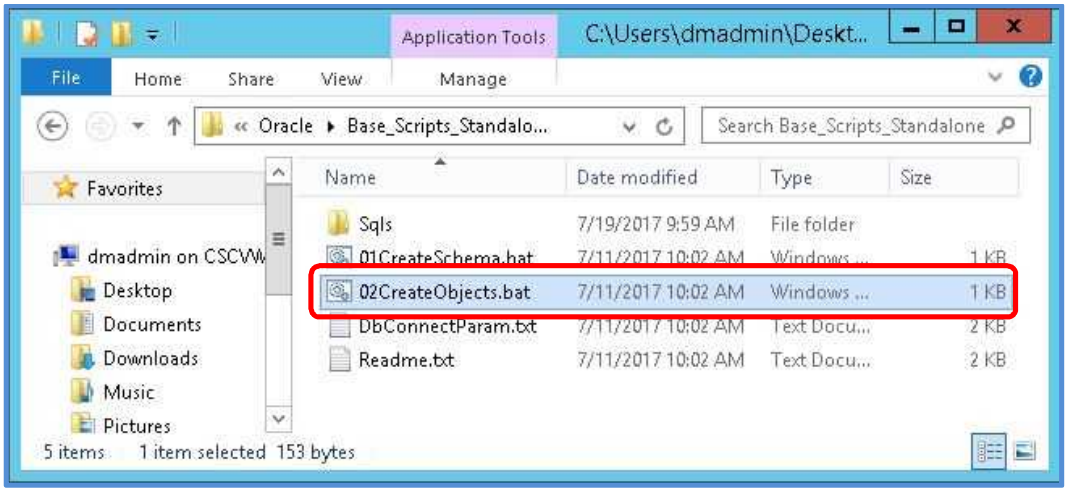


Figure 3-10: 02CreateObject.bat File Selected

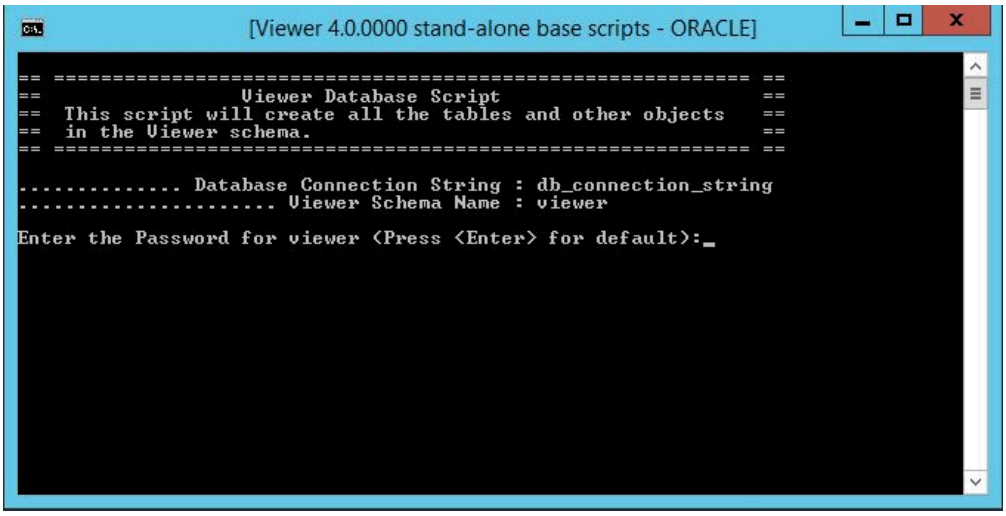


Figure 3-11: Start of Create Object Script

12. Ensure that the **Database Connection String** and **Schema Name** are correct and then press the **Enter** key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and rerun the database script.*

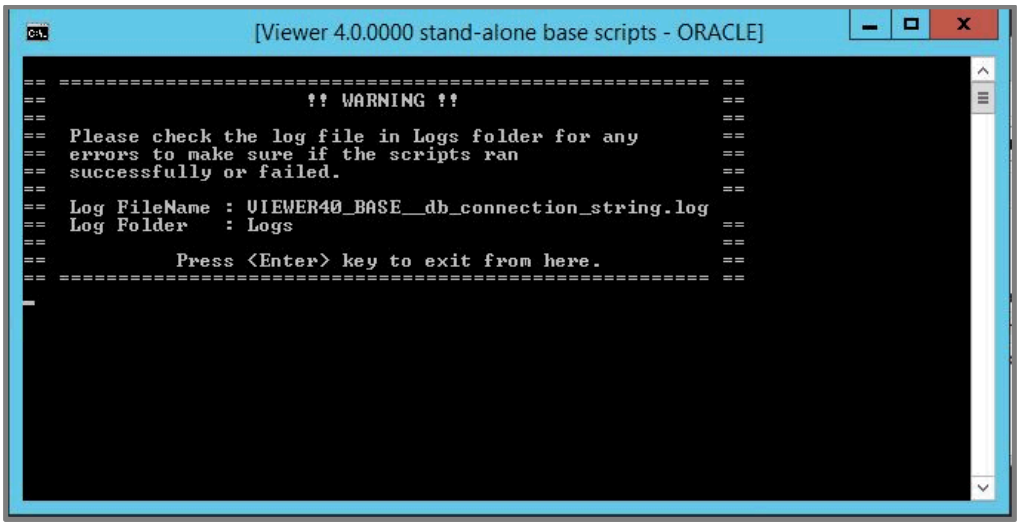


Figure 3-12: Complete of Create Object Script

13. Press the **Enter** key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner*

14. Open the **Logs** folder and then open the **TRS Viewer34_BASE_<database connection string> (e.g.db_connection_string).log** file. Review the file for any errors that may have been reported. *If errors are found, it is recommended to roll back the changes in the database before re-executing the database script. If the changes are not rolled back, errors will occur stating certain parameters already exist.*

Figure 3-13: Oracle Log Folder

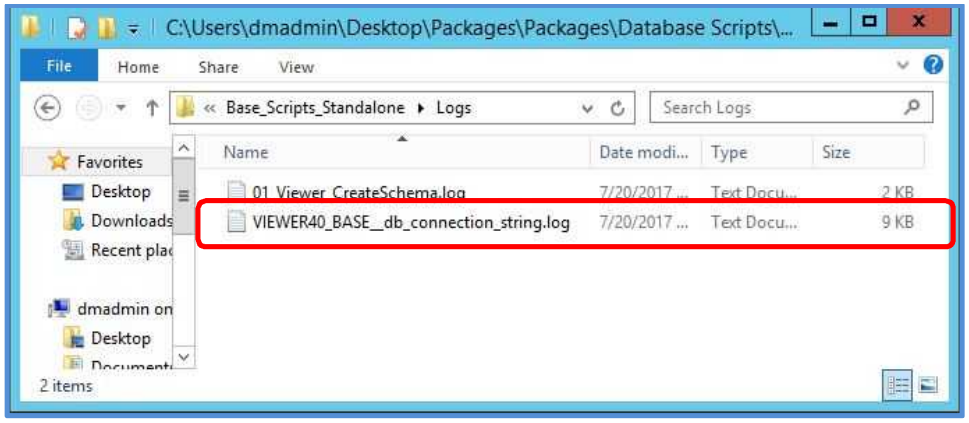


Figure 3-14: TRS Viewer34_Base_db_connection_string.log File

3.2 TRS Viewer 4.0.0000 MS-SQL Base Database Script (Standalone)

1. Locate the **TRS Viewer 4.0.0000** folder within the installation package and copy it to the machine where the database will be installed. An access to a MS SQL Database is necessary on the machine.
2. Right-click on the **SQL Server** folder and then select **Properties.** Ensure the **Read-only** check box under the **General** tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

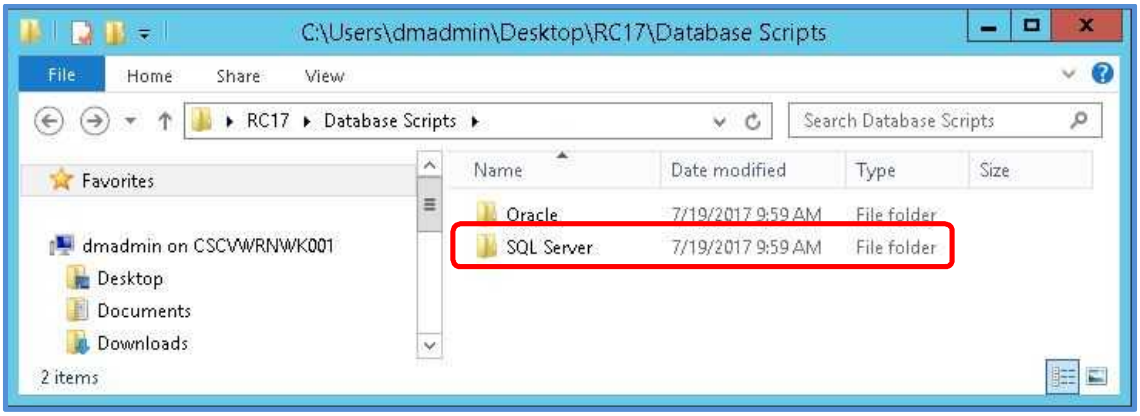


Figure 3-15: MSSQL Folder Selected

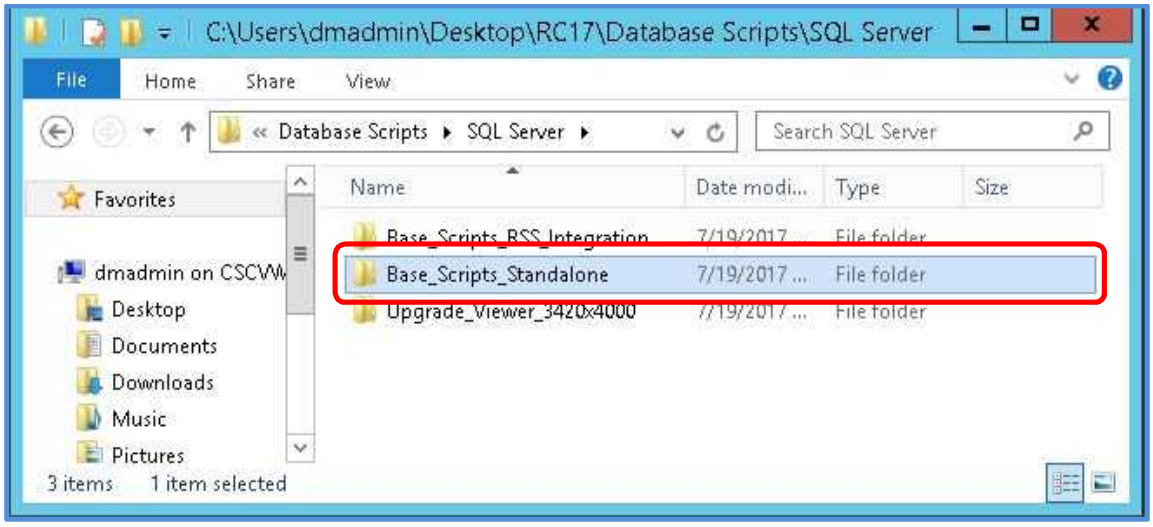


Figure 3-16: MSSQL Base Script Standalone Selected

3. Double-click on the **SQL Server** folder, and then open the **Base Scripts_Standalone** folder. Within this folder are the DbConfigInfo.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.

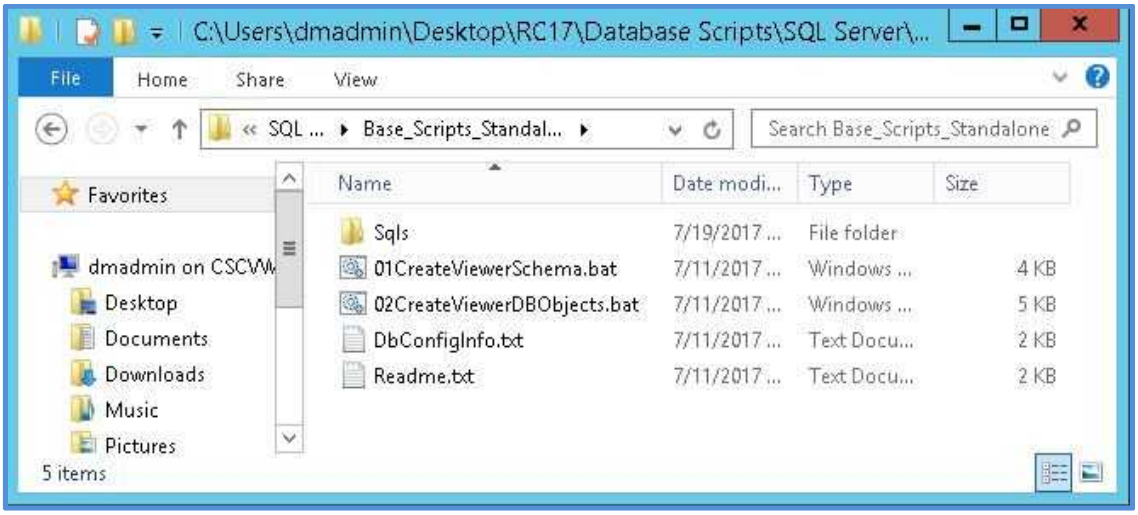


Figure 3-17: MSSQL Base Script_Standalone Folder Content

4. Enter the appropriate parameters to create the database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

set host_name= (this is the machine name where the database is being installed\and of sql server = the catalog [in the example below the catalog is "rnd")

set db_user name= (this is the name of the database user)

set db_password= (this is the password used of the database user)

set db_name= (this is the name of the database)

set data_file= (this is the path for the location and name for the data file)

set log_file= (this is the path for the location and name for the log file)

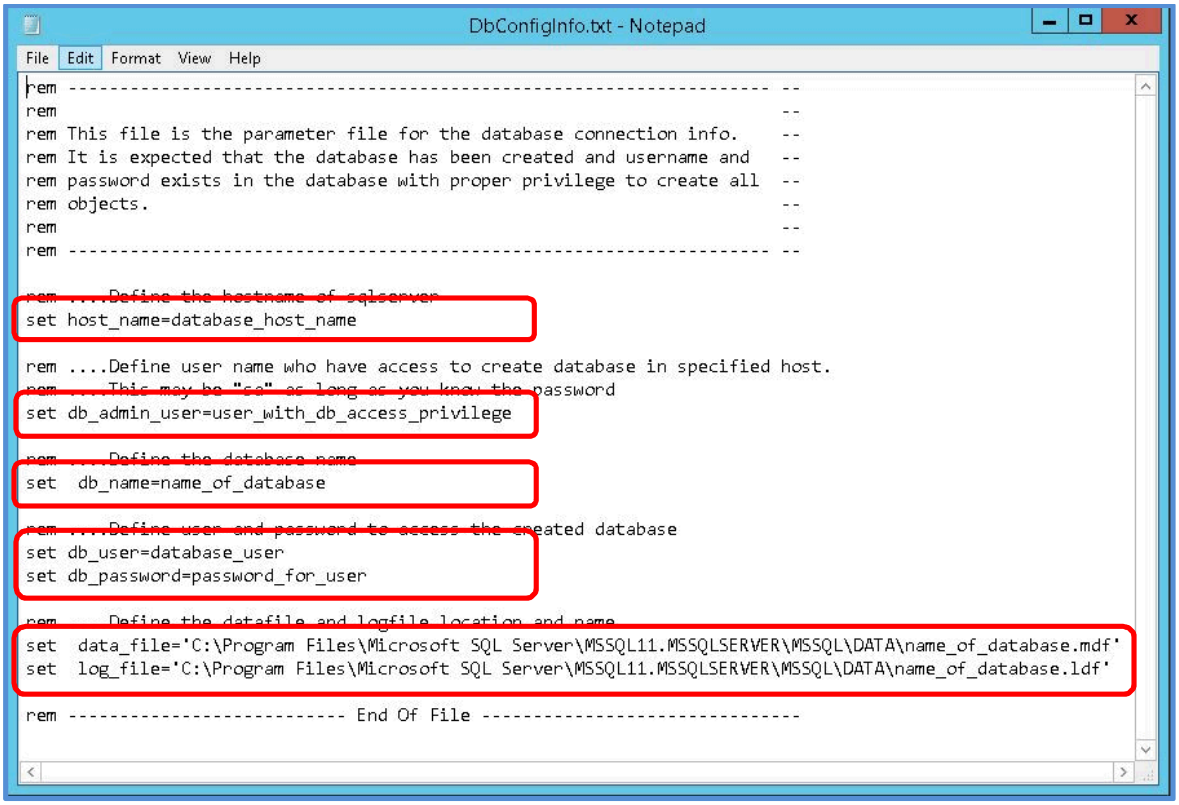


Figure 3-18: DbConfigInfo.txt File Content

5. Once these parameters have been defined, **Save** and then **Close** the **DbConfigInfo** text file.

6. Double-click on the **01CreateTRS ViewerSchema.bat** file to run the script to create the database. *The database script will begin to run.*

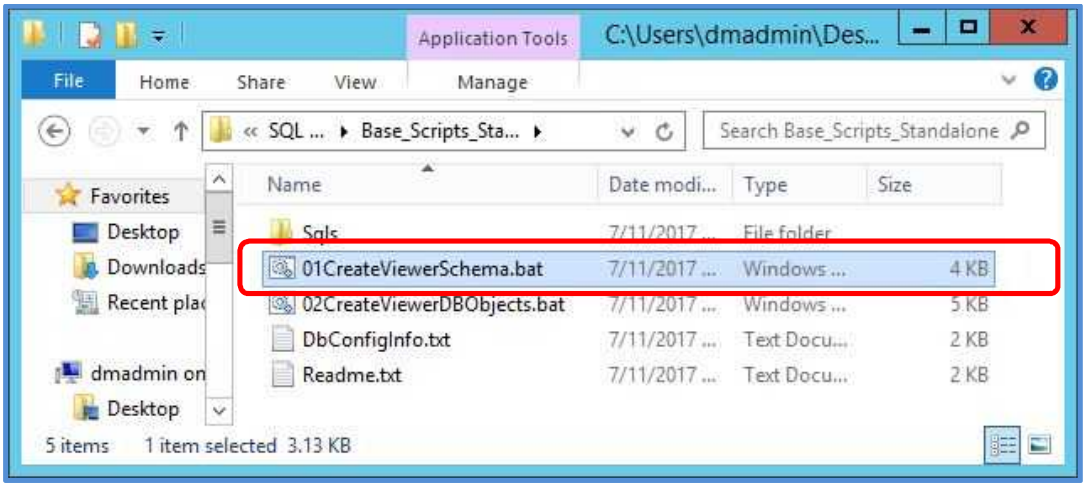


Figure 3-19: 01CreateTRS ViewerSchema File Selected

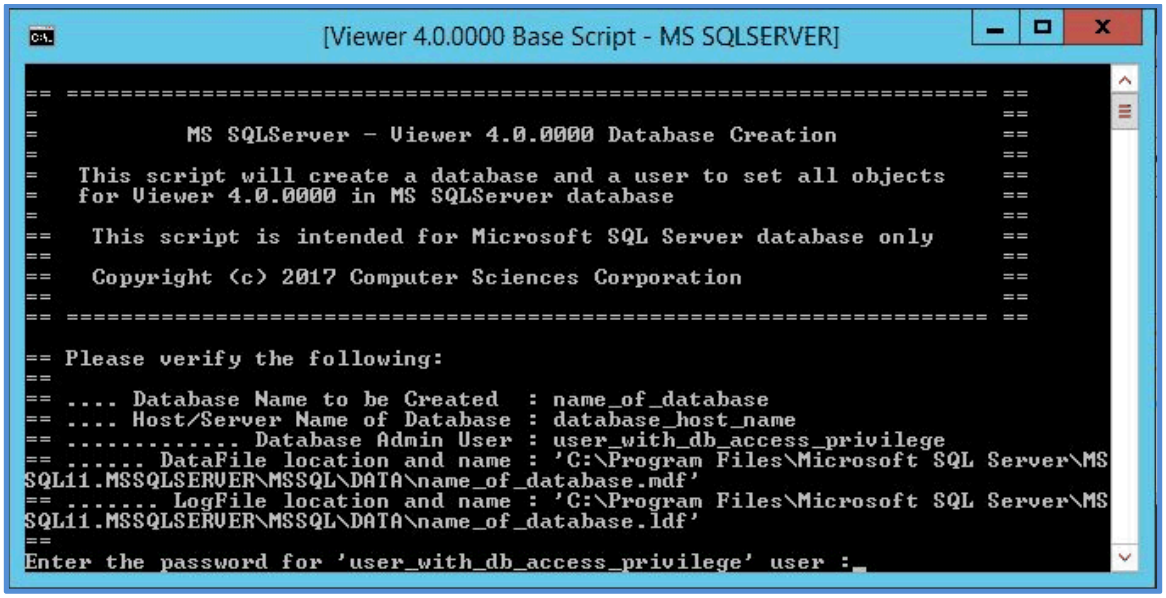


Figure 3-20: Start of 01CreateTRS ViewerSchema.bat Script

7. Ensure that the **Database Name, Host Name, DataFile Location and Name,** and **LogFile Location and Name** are correct and then press any key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and re-run the database script.*

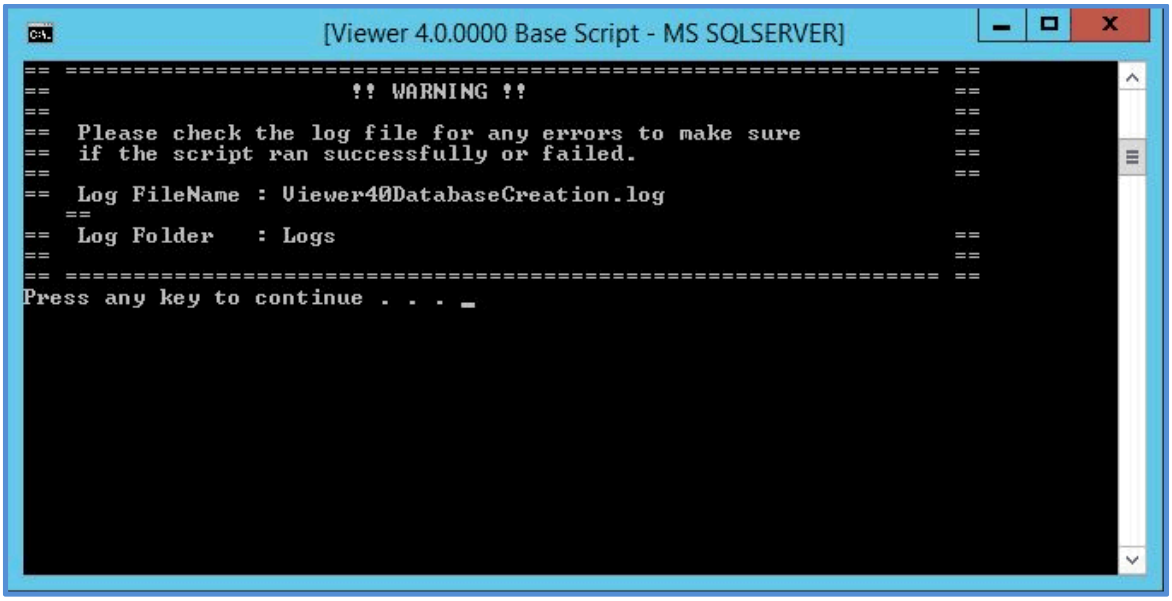


Figure 3-21: Complete of 01CreateTRS ViewerSchema.bat Script

8. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the **X** in the upper right corner.*

9. Open the **Logs** folder and then open the **TRS Viewer34DatabaseCreation.log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it may be necessary to roll back the database to avoid errors stating certain parameters already exist.*

Figure 3-22: MSSQL Folder Selected

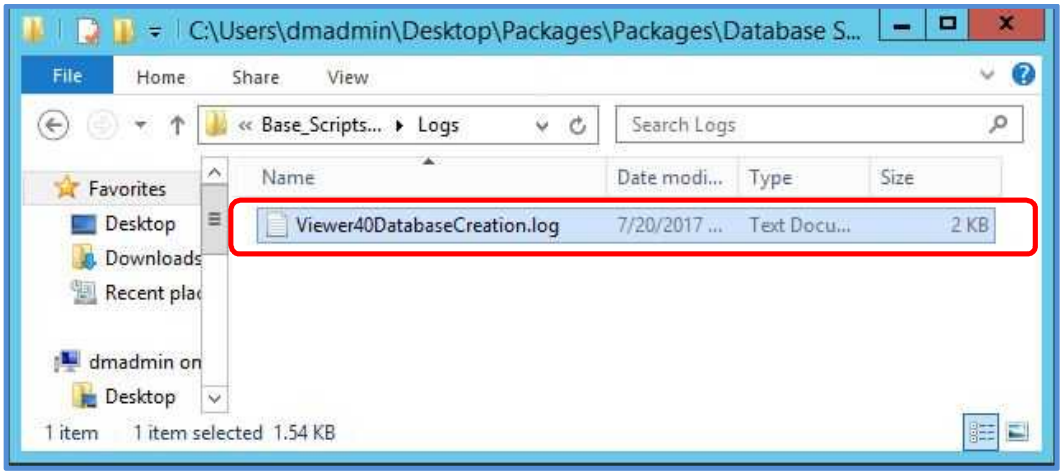


Figure 3-23: TRS Viewer4oDatabaseCreation.log File

10. Double-click on the **02CreationTRS ViewerDBObjects.bat** file. (This will associate the schema objects such as tables, indexes, clusters, and database links). *The script will begin to run.*

Figure 3-24: 02CreateTRS ViewerDBObject.bat File Selected

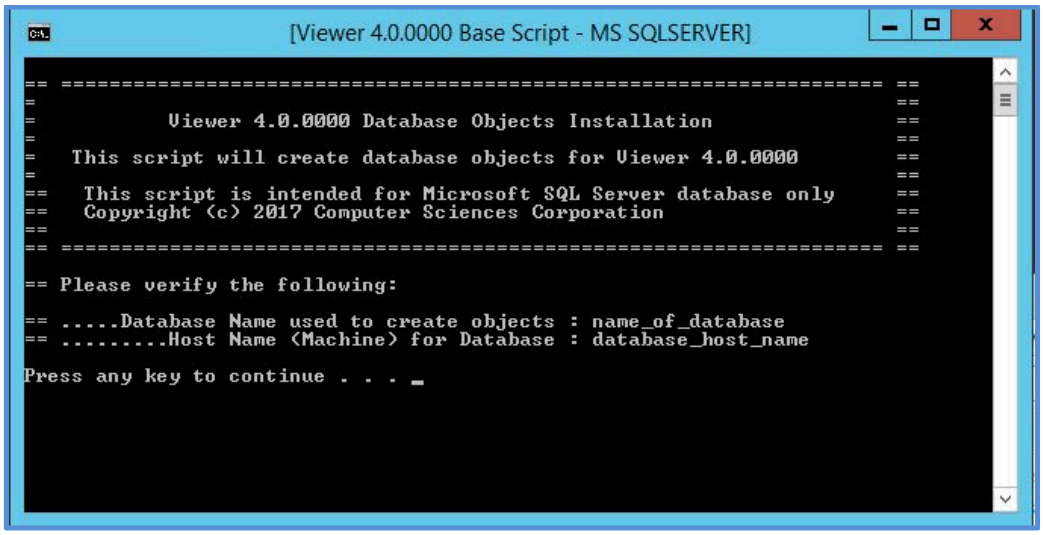


Figure 3-25: Start of Database Object Creation Script

11. Press any key to continue running the script.

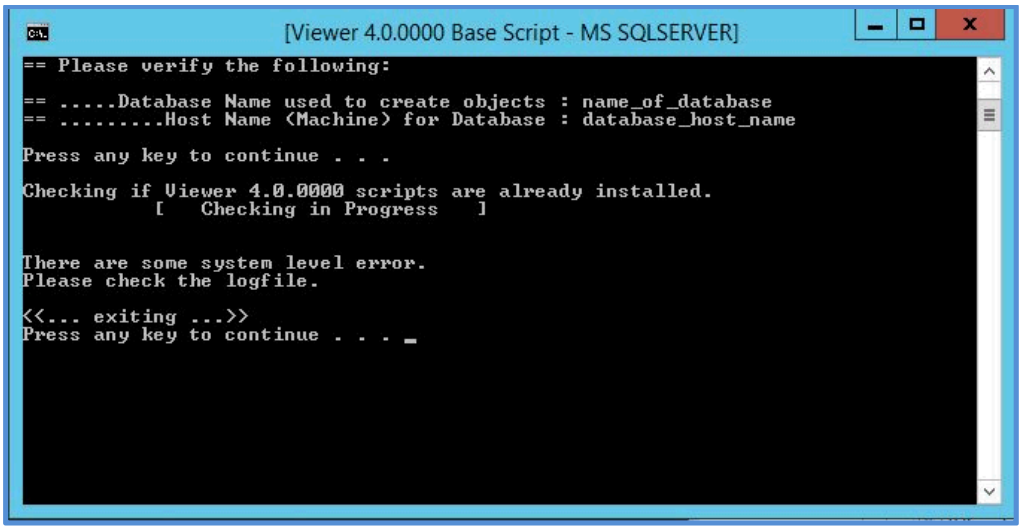


Figure 3-26: Completion of Database Object Creation Script

12. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the **X** in the upper right corner.*

13. Open the **Logs** folder and then open the **TRS Viewer34DatabaseObjects.log** file. Review the file for any errors that may have been reported. *If errors are found, it is recommended to roll back the changes in the database before re-executing the database script. If the changes are not rolled back, errors will occur stating certain parameters already exist.*

Figure 3-27: MSSQL Log Folder Selected

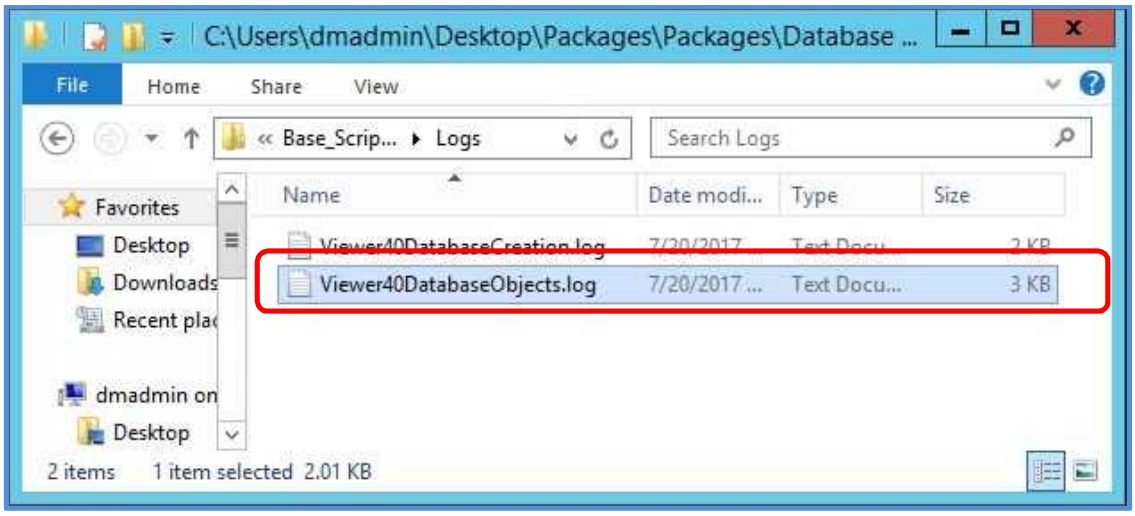


Figure 3-28: TRS Viewer34DatabaseObject.log File Selected

3.3 TRS Viewer 4.0.0000 Oracle Base Database Script (TRS Publishing Integration)

If TRS Viewer will be sharing a database with TRS Publishing 4.0.0000, it is necessary to run this script. Ensure that the TRS Publishing database has been created/upgraded prior to running the TRS Viewer database script. See the TRS Publishing 4.0.0000/4.0.1000 Installation Guide for details.

Note: This section assumes that the TRS Publishing 4.0.0000 installation is completed and configured as outlined in the Installation Order section in this guide.

1. Locate the **TRS Viewer 4.0.0000** folder within the installation package and copy it to the machine where the database will be installed. *Access to an Oracle database is necessary on the machine.*
2. Right-click on the **Oracle** folder and then select **Properties.** Ensure the **Read-only** check box under the General tab is cleared. If not, clear the check box, select **Apply**, and then click the **OK** button to close the Properties dialog box.

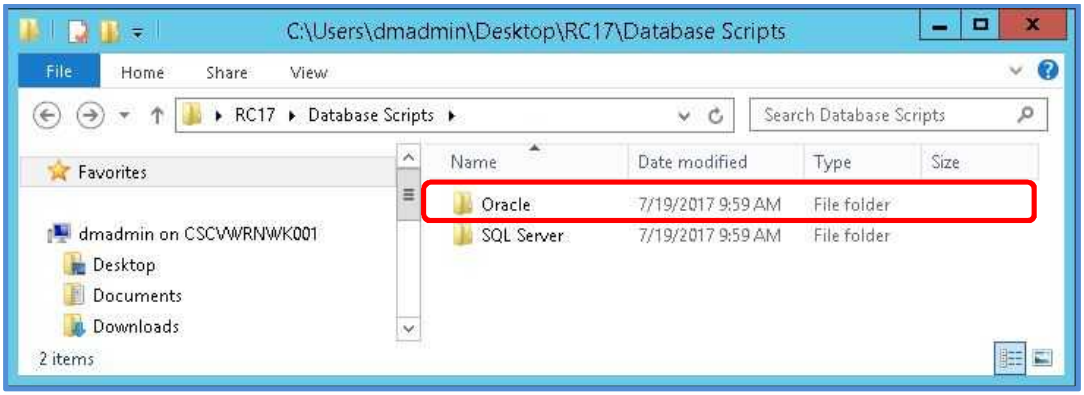


Figure 3-29: Oracle Folder

3. Double-click on the **Oracle** folder, and then open the **Base_Scripts_TRS PUBLISHING_Integration** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

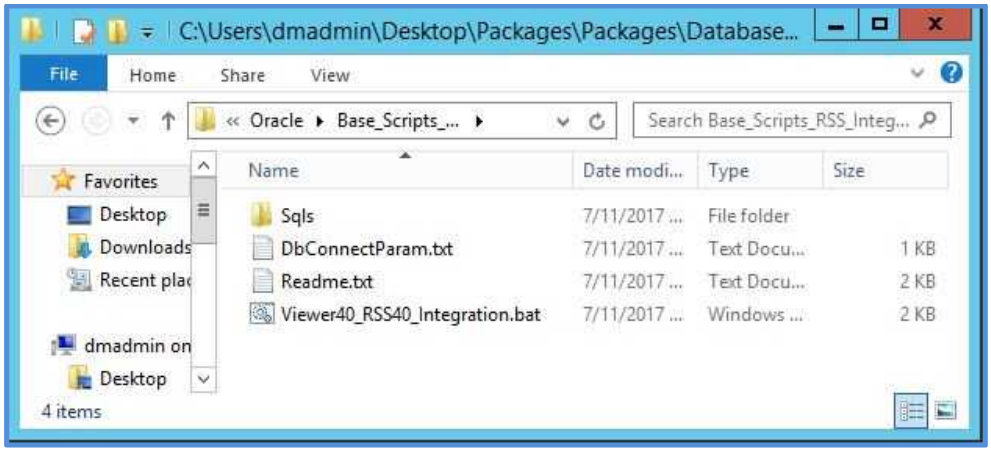


Figure 3-30: Oracle Integration Script Folder Content

4. Double-click on the **DbConfigInfo.txt** file.

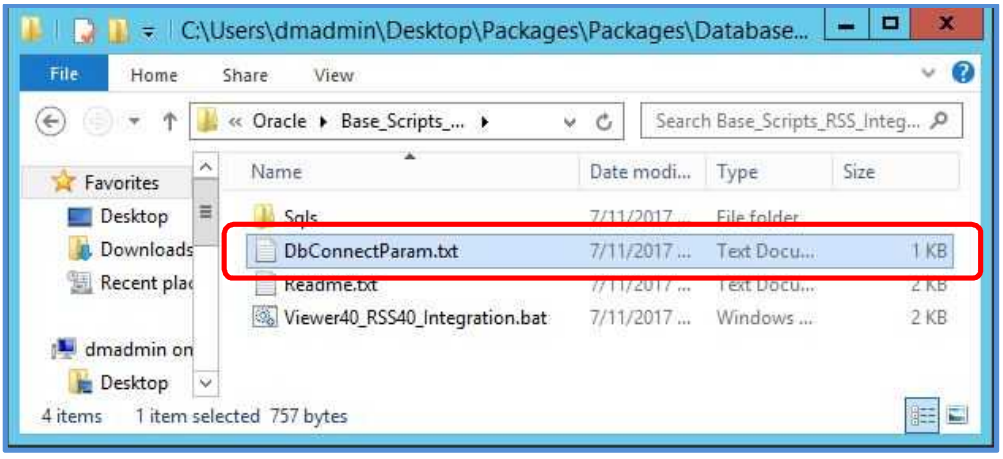


Figure 3-31: DbConnectParam.txt File Selected

5. Enter the appropriate parameters to create the database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

define dbstring= (this is the database instance that should have already been set up, enter the name of the database instance)

define Schema_name= (this is the user name that will be used to access the database)

define tbs_indx= (this is the password that will be used to access the database)

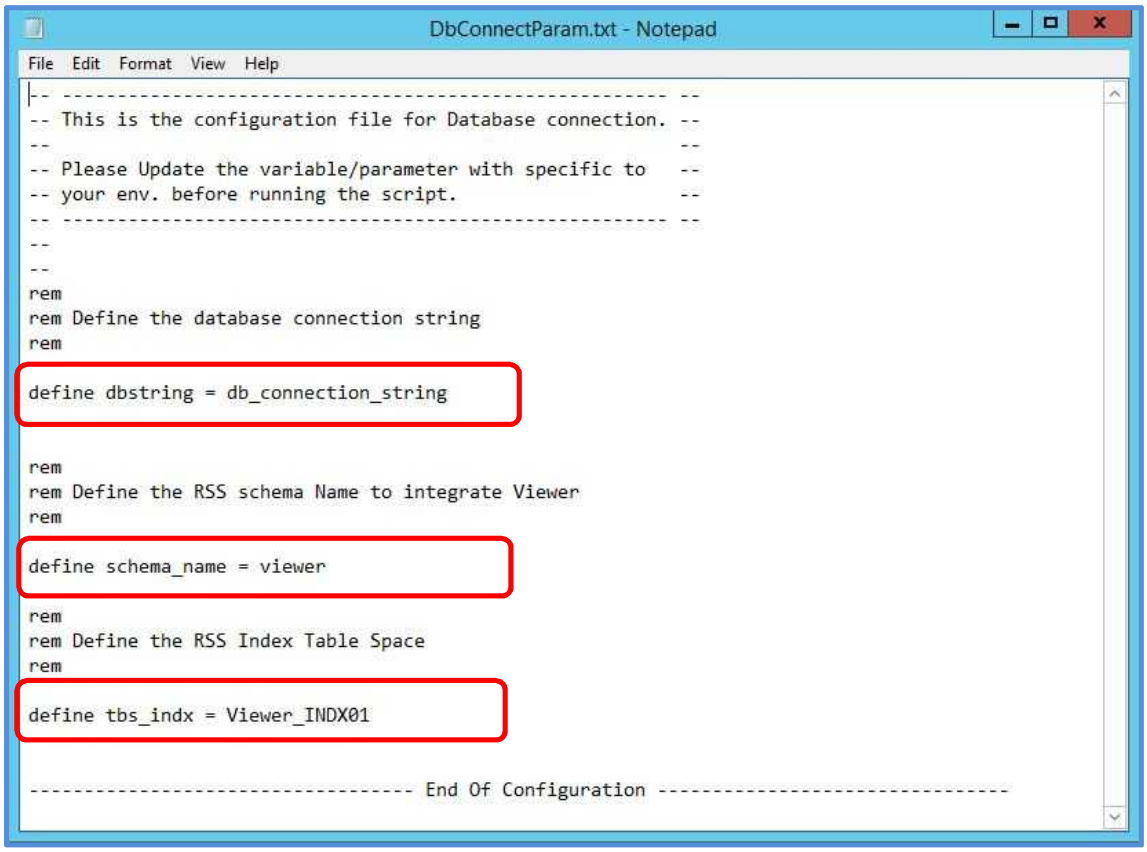


Figure 3-32: DbConnectParam.txt File Content

6. Once these parameters have been defined, **Save** and then **Close** the DbConnectParam file.

7. Double-click on the **TRS Viewer34_RSS34_Integration.bat** to run the batch file. *(This creates a tablespace and database schema for TRS Viewer.) The database script will begin to run and then a database system admin password will be requested.*

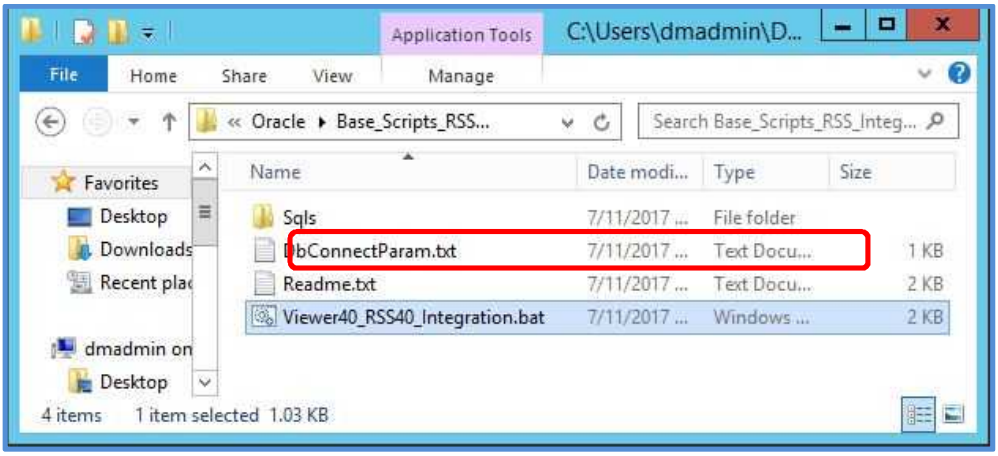


Figure 3-33: TRS Viewer34_Integration.bat File Selected

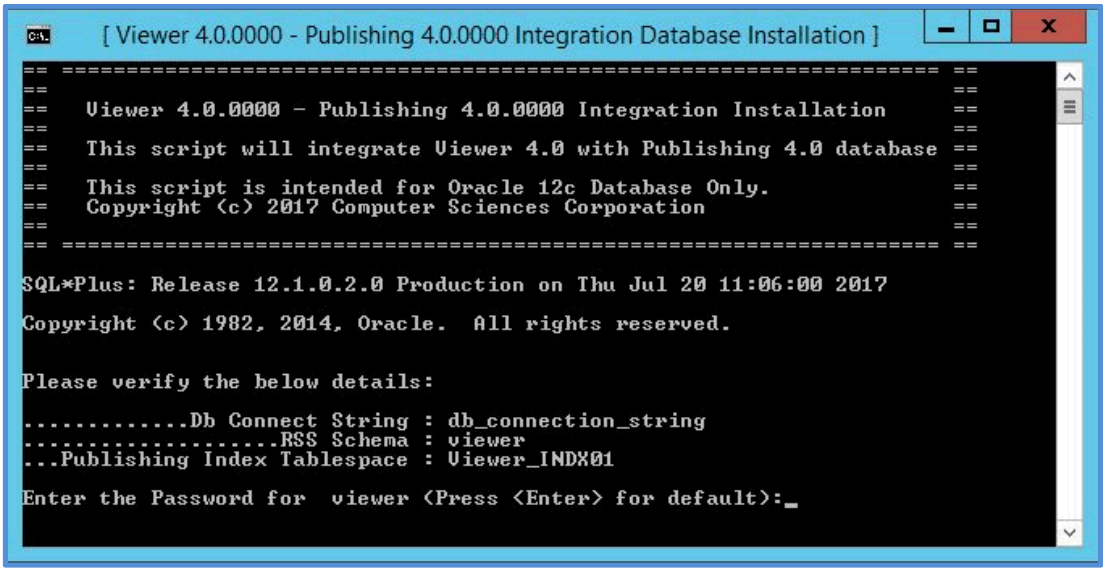


Figure 3-34: Start of 4.0.0000 Integration Script

8. Ensure that the **Database Connection String** and **Host Name** are correct and then press the Enter key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and rerun the database script.*

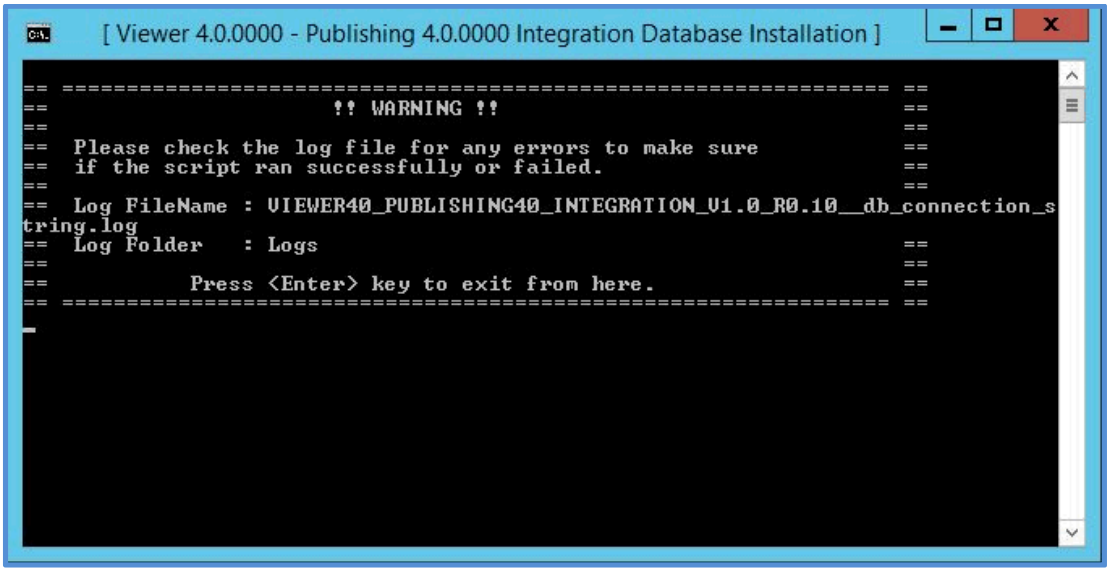


Figure 3-35: Completion of 4.0.0000 Integration Script

9. Press the **Enter** key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press the Enter key for the Log file to be generated, therefore, do not click the X in the upper right corner.*

10. Open the Logs folder and then open the **TRS VIEWER34_RSS34_INTEGRATION.log** file. *Review the file for any errors that may have been reported. If errors are found, it is recommended to roll back the changes in the database before re-executing the database script. If the changes are not rolled back, errors will occur stating certain parameters already exist.*

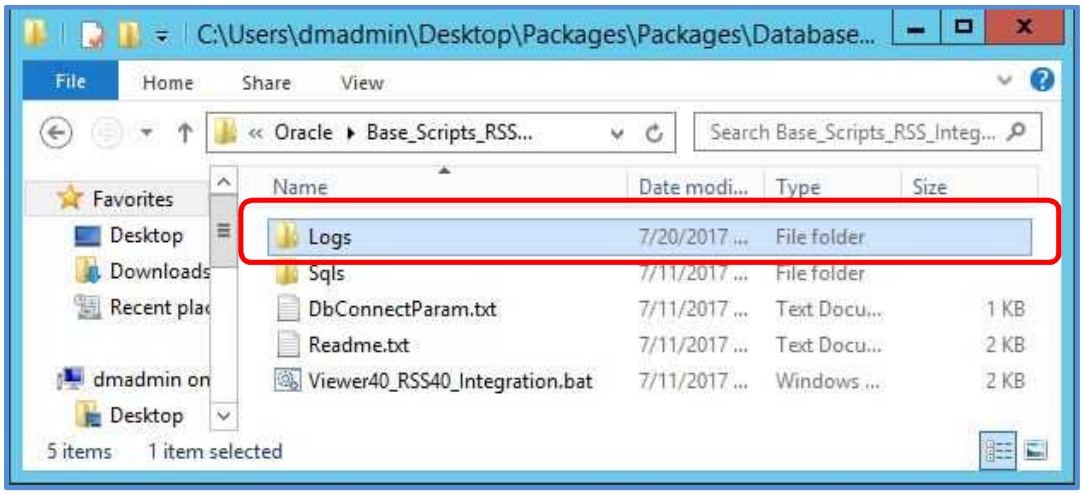


Figure 3-36: Oracle Log Folder Selected

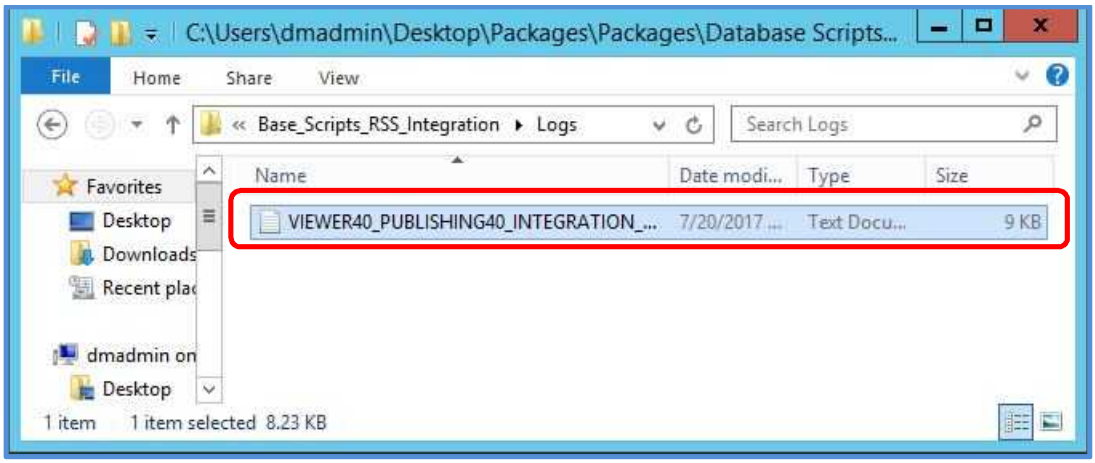


Figure 3-37: TRS Viewer 4.0.0000 Integration Log File Selected

3.4 TRS Viewer 4.0.0000 MS-SQL Base Database Script (TRS Publishing Integration)

If TRS Viewer will be sharing a database with TRS Publishing 4.0.0000, it is necessary to run this script. Ensure that the TRS Publishing database has been created/upgraded prior to running the TRS Viewer database script. See the TRS Publishing 4.0.0000/4.0.1000 Installation Guide for details.

Note: This section assumes that the TRS Publishing 4.0.0000 installation is completed and configured as outlined in the Installation Order section in this guide.

1. Locate the **TRS Viewer 4.0.0000** folder within the installation package and copy it to the machine where the database will be installed. *Access to an MS SQL Database is necessary on the machine.*
2. Right-click on the **SQL Server** folder and then select **Properties.** Ensure the **Read-only** check box under the **General** tab is cleared. If not, clear the check box, select **Apply**, and then click the **OK** button to close the Properties dialog box.

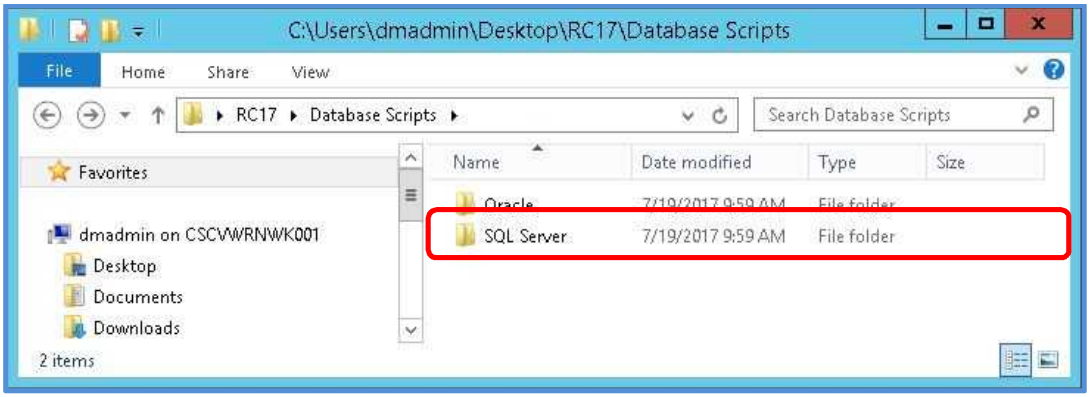


Figure 3-38: MS SQL Folder Selected

3. Double-click on the **SQL Server** folder, and then open the **Base_Scripts_RSS_Integration** folder. Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.

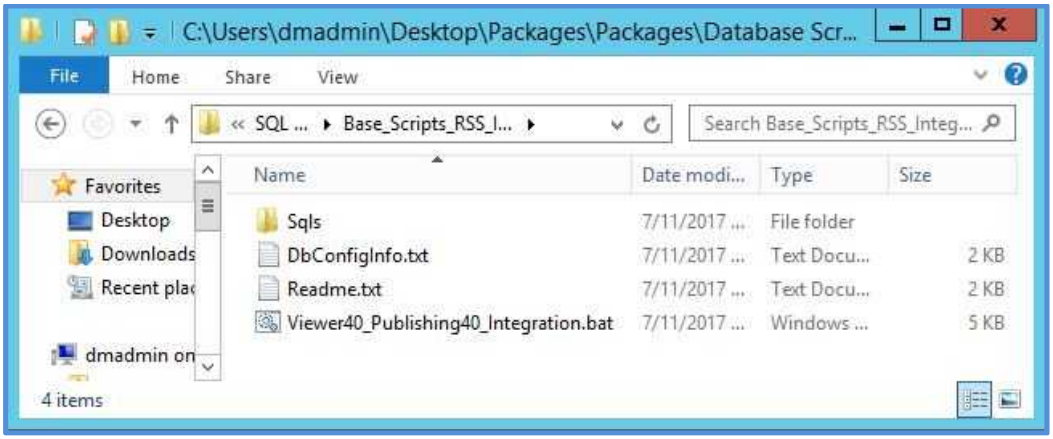


Figure 3-39: Base_Script_RSS_Integration Folder Content

4. Double-click on the **DbConnectParam.txt** file to open it.

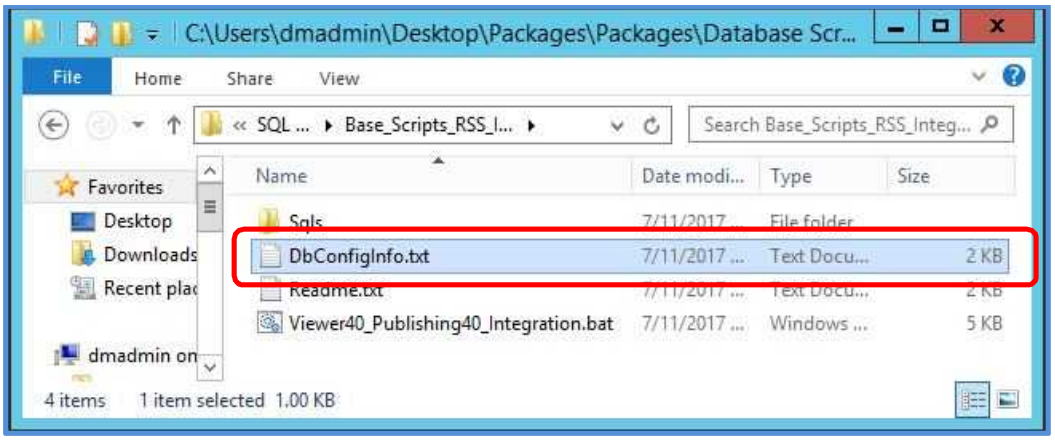


Figure 3-40: MS-SQL DbConfigInfo.txt File Selected

5. Enter the appropriate parameters to create the database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

set host_name= (this is the host name where the database was created for TRS PUBLISHING)

set database Name = (this is the database instance that should already been setup for TRS PUBLISHING)

set uname= (this is the name used by the user to create the TRS PUBLISHING database)

set upass= (this is the password used by the user)

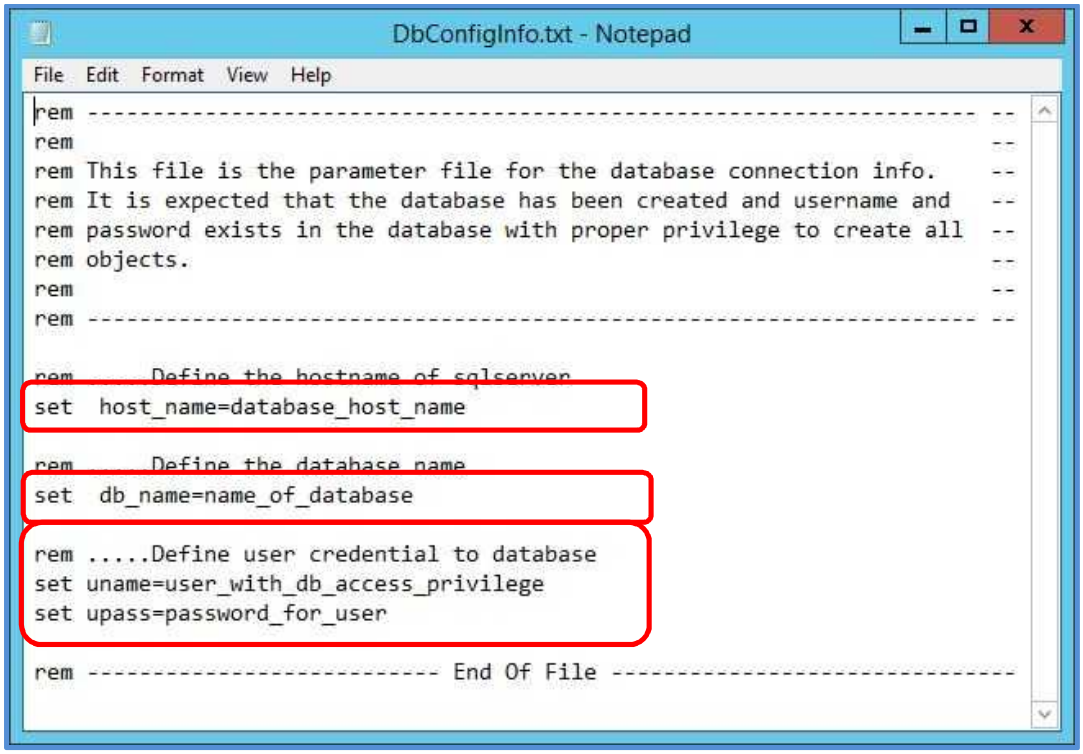


Figure 3-41: MS-SQL DbConfigInfo.txt File Content

6. Once these parameters have been defined, **Save**, and then **Close** the DbConfigInfo file.

7. Double-click on **TRS Viewer34_RSS34_Integration.bat** to run the batch file. (This creates a tablespace and database schema for TRS Viewer.) *The database script will begin to run and then a database system admin password will be requested.*

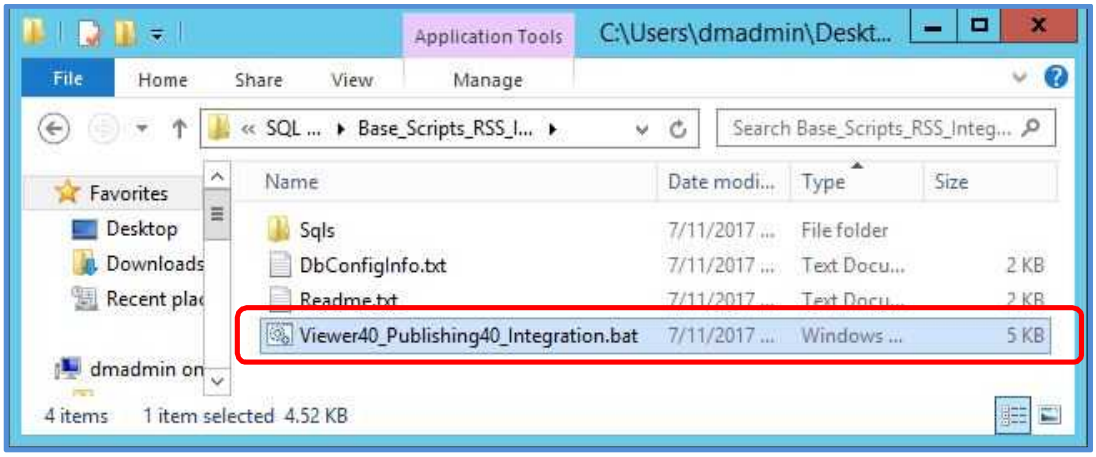


Figure 3-42: TRS Viewer40_RSS40_Integration.bat File Selected

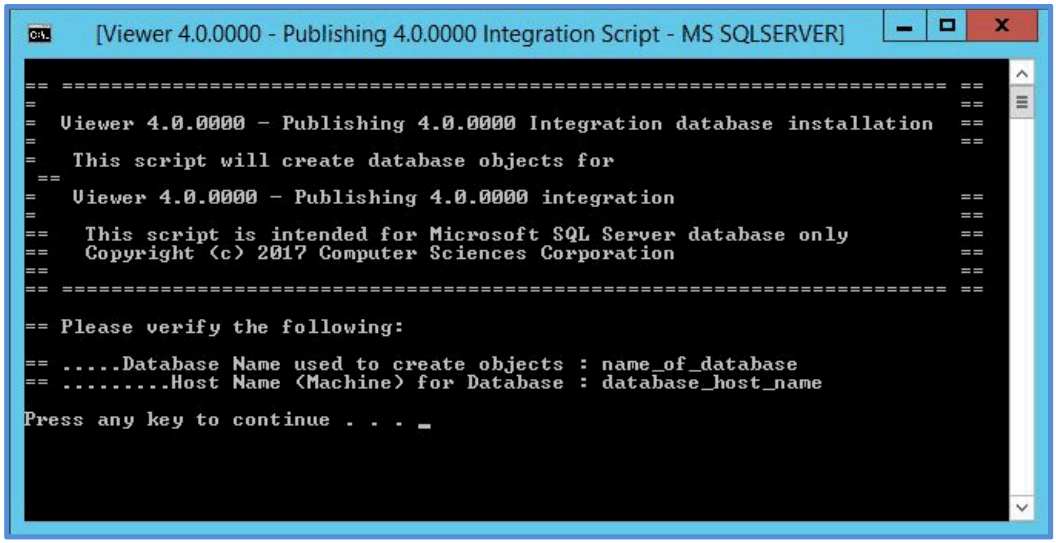


Figure 3-43: Starting MS-SQL Integration Script

8. Ensure that the **Database Connection String** and **Schema Name** are correct and then press the **Enter** key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and re-run the database script.*

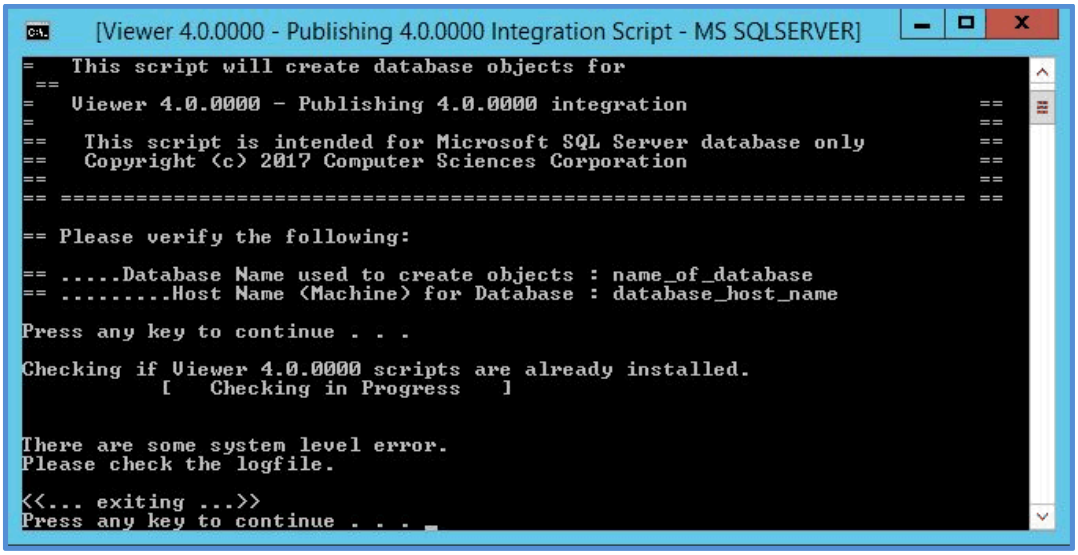


Figure 3-44: MS-SQL Integration Script Completed Successfully

9. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*

10. Open the Logs folder and then open the **TRS Viewer34_RSS34_Integration.log** file. Review the file for any errors that may have been reported. *If errors are found, it is recommended to roll back the changes in the database before re-executing the database script. If the changes are not rolled back, errors will occur stating certain parameters already exist.*

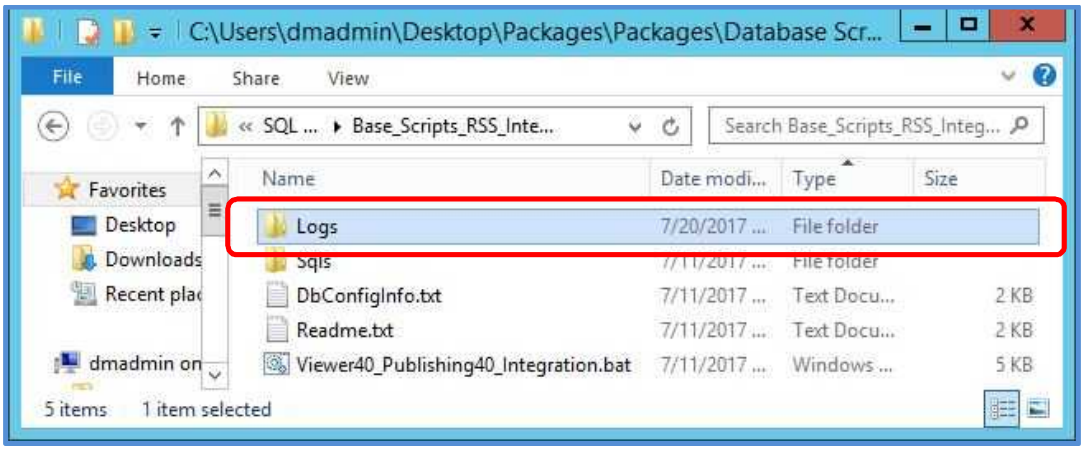


Figure 3-45: MS-SQL Integration Script Log Folder Selected

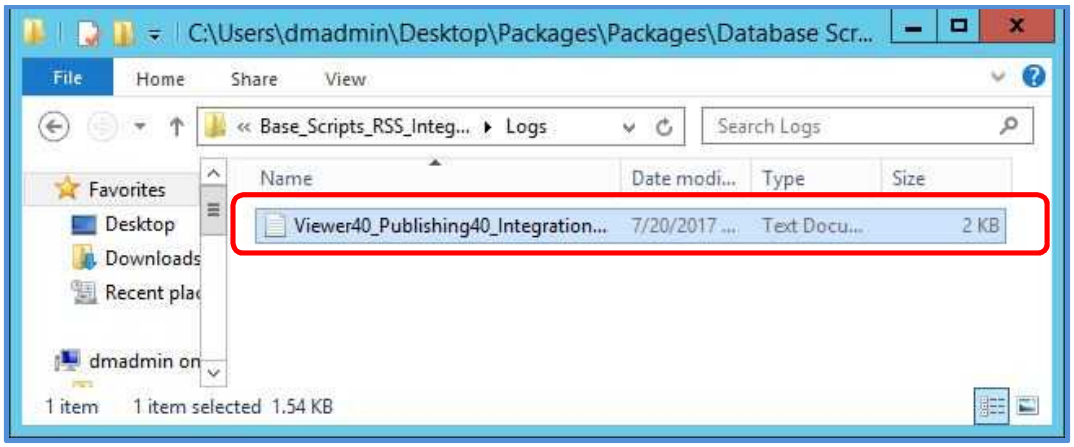


Figure 3-46: MS-SQL Integration Script Log File Selected

3.5 TRS Viewer 4.0.0000 Oracle Database Upgrade Script (Standalone or Integrated)

The instructions in this section describe the steps to upgrade a Standalone or Integrated TRS Viewer Oracle Database from version 3.4.0200 to version 4.0.0000. Ensure the TRS Publishing database has been created/upgraded prior to upgrading the TRS Viewer database. See the TRS Publishing 4.0.0000/4.0100 Installation Guide for details.

Note: This section assumes that the TRS Publishing 4.0.0000 installation is completed and configured as outlined in the Installation Order section in this guide.

1. Locate the **TRS Viewer 4.0.0000** folder within the installation package and copy it to the machine where the database will be installed. Access to an Oracle database is necessary on the machine.
2. Right-click on the **Oracle** folder and then select **Properties**. Ensure the **Read-only** check box under the **General** tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

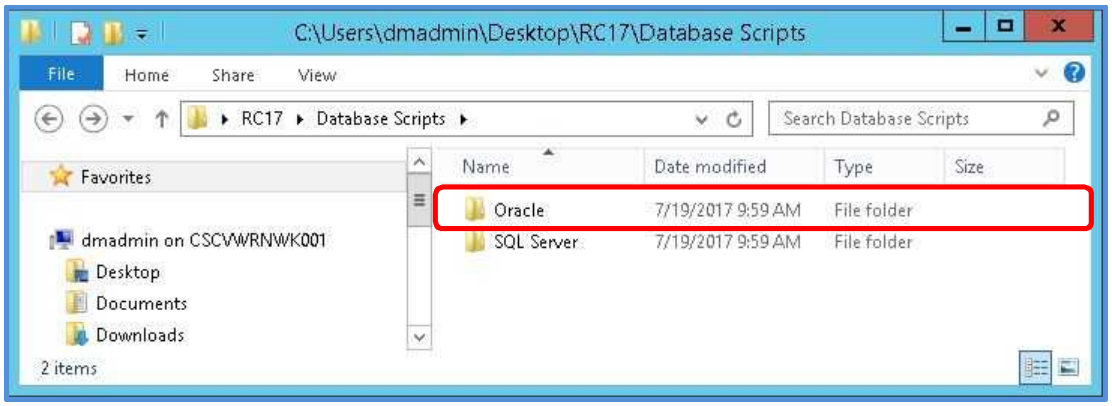


Figure 3-47: Oracle Folder

3. Double-click on the **Oracle** folder, and then open the **Upgrade_TRS Viewer_3320x3400** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

Figure 3-48: Oracle Upgrade Script Folder Content

4. Enter the appropriate parameters to upgrade the existing database schema. The items that should be defined are outlined in red in the screen shot below and are listed below.

define dbstring = (this is the database server location where data will be secured)

define schema_name = (this is the name of the TRS Viewer database Schema being used.

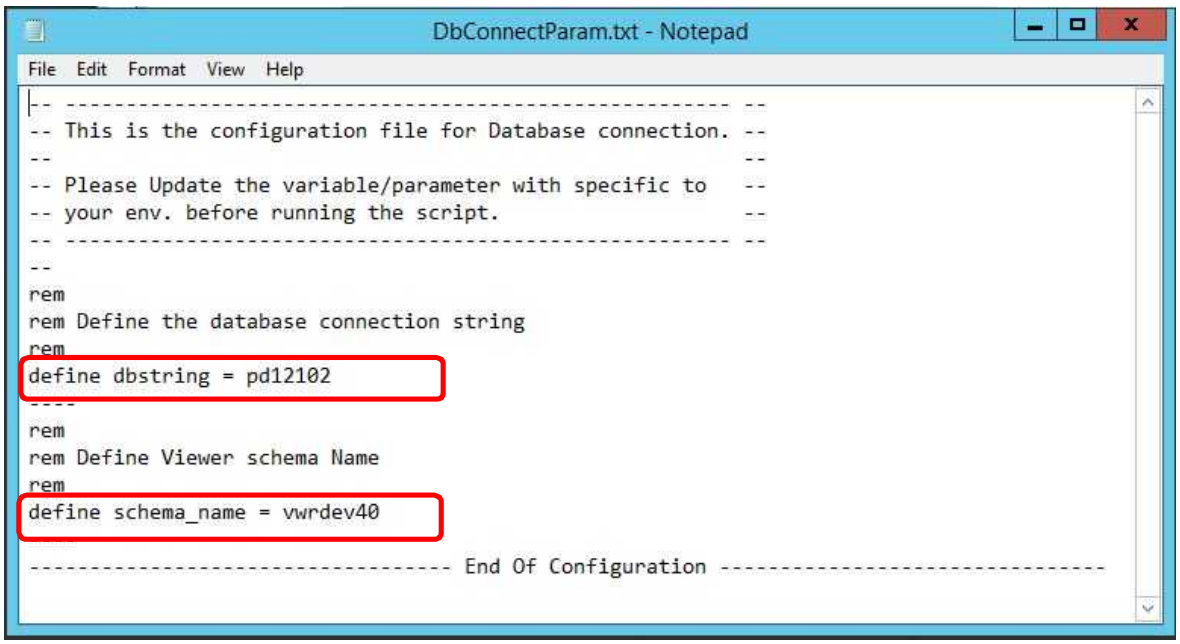


Figure 3-49: Oracle DbConnectParam.txt File Content

5. Once these parameters have been defined, **Save** and then **Close** the DbConnectParam.text file.
6. Double-click on the **Upg_TRS Viewer_3320x4000.bat** file to run the script to upgrade the database. *The database script will begin to run.*

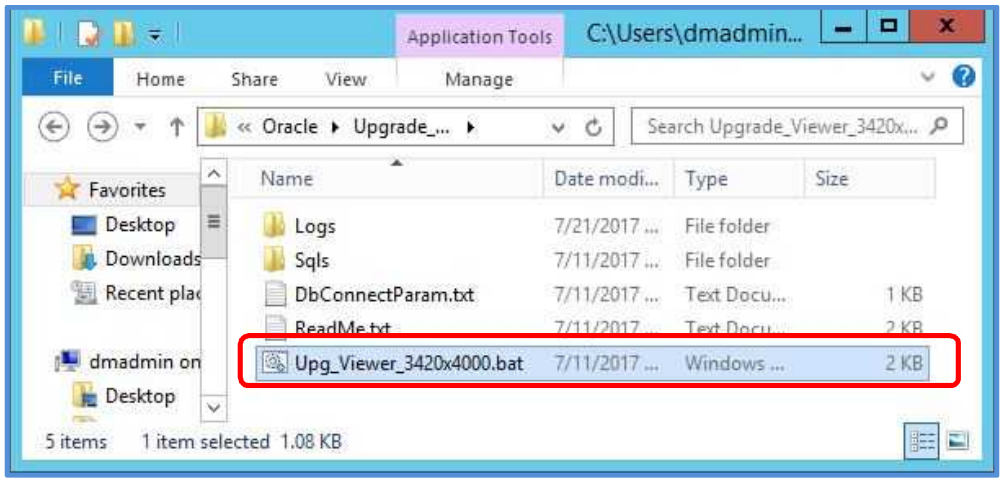


Figure 3-50: Upgrade Script File selected

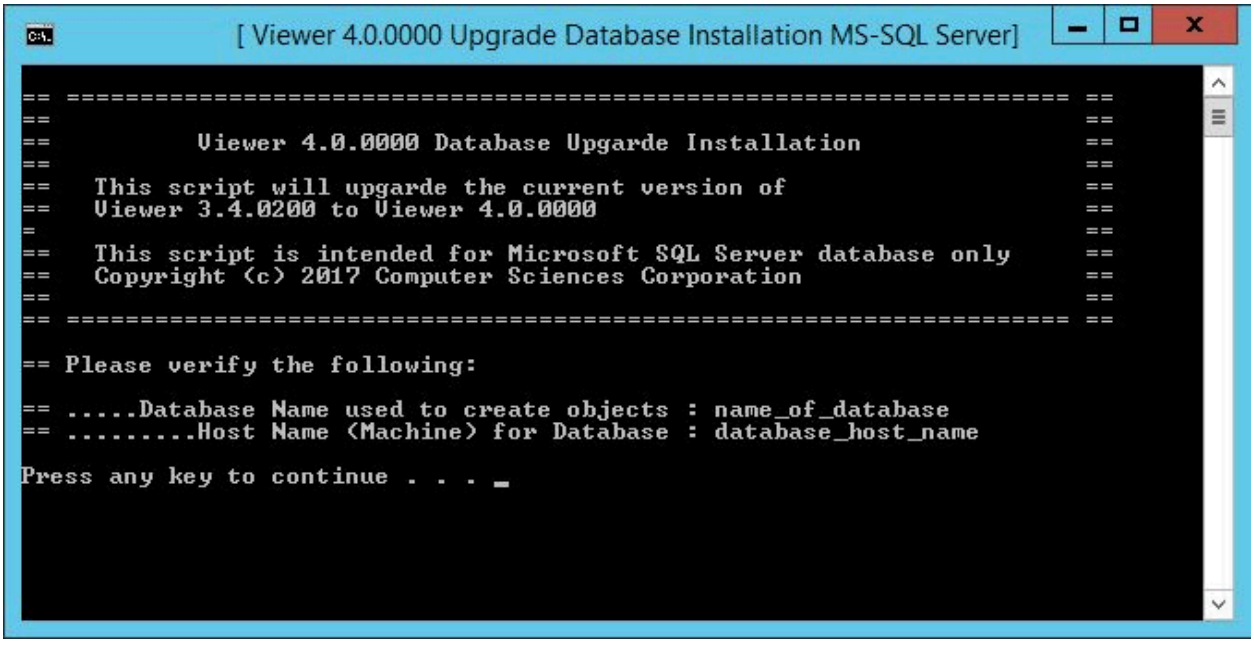


Figure 3-51: Start of Upgrade Script

7. Ensure that the **Database Connection String Name** and **Database Schema Name** are correct, and then press any key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and re-run the database script.*

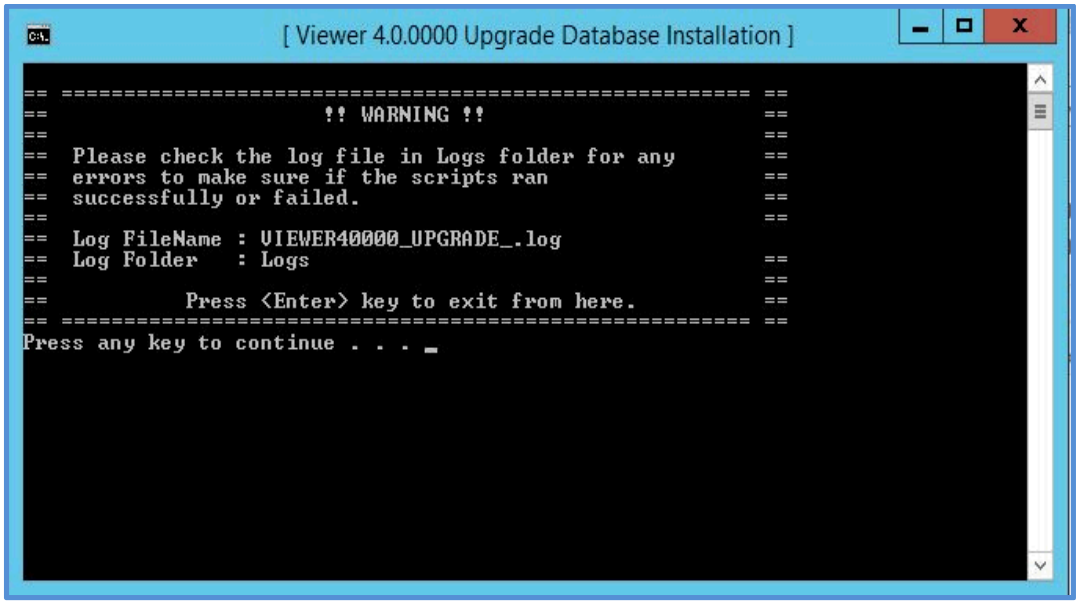


Figure 3-52: Completion of the Upgrade Script

8. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*

9. Open the **Logs** folder and then open the **TRS Viewer40000_Upgrade_log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

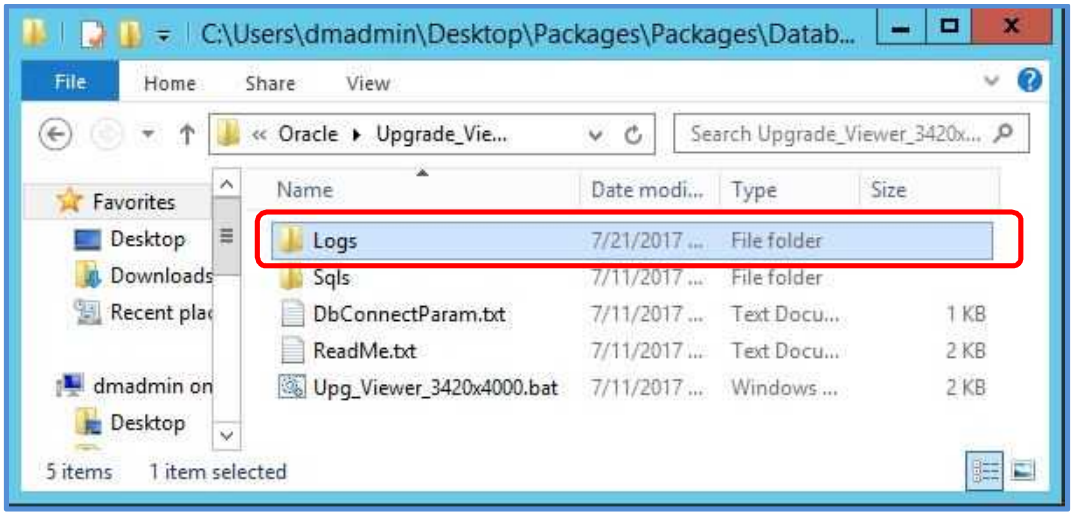


Figure 3-53: Upgrade Script Folder Selected

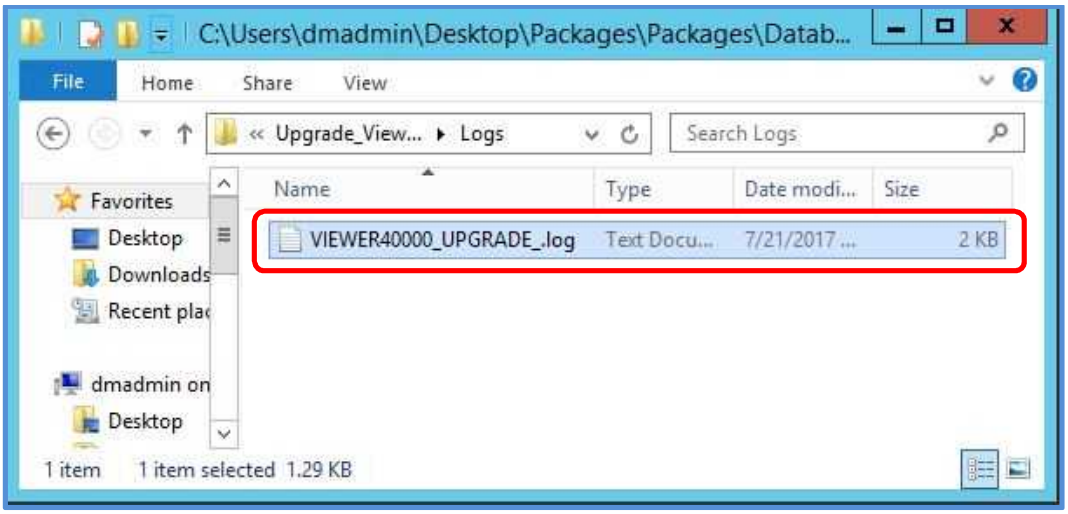


Figure 3-54: Upgrade Log File Selected

3.6 TRS Viewer 4.0.0100 Oracle Database Upgrade Script (Standalone or Integrated)

1. Locate the **TRS Viewer 4.0.0100** folder within the installation package and copy it to the machine where the database will be installed. Access to an Oracle database is necessary on the machine.
2. Right-click on the **Oracle** folder and then select **Properties**. Ensure the **Read-only** check box under the **General** tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

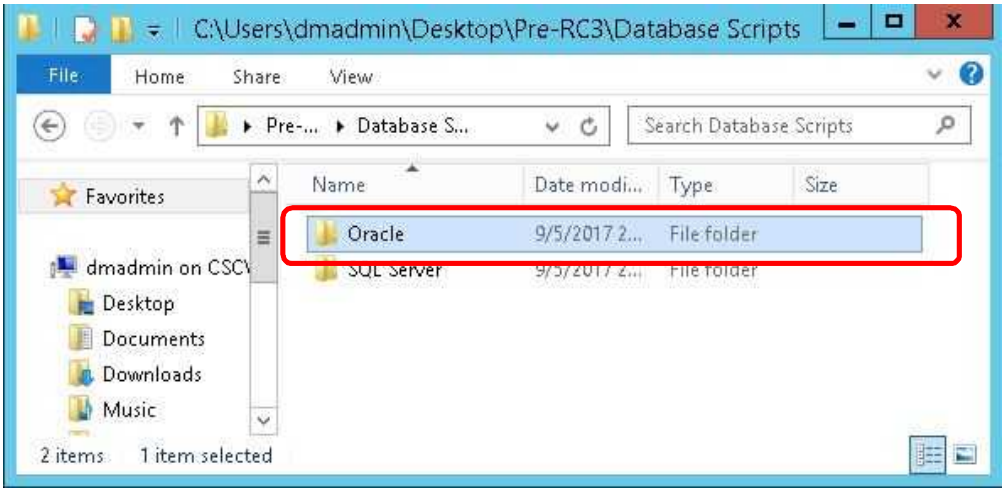


Figure 3-55: Oracle Folder

3. Double-click on the **Oracle** folder, and then open the **Upgrade_Viewer_4000x4010** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

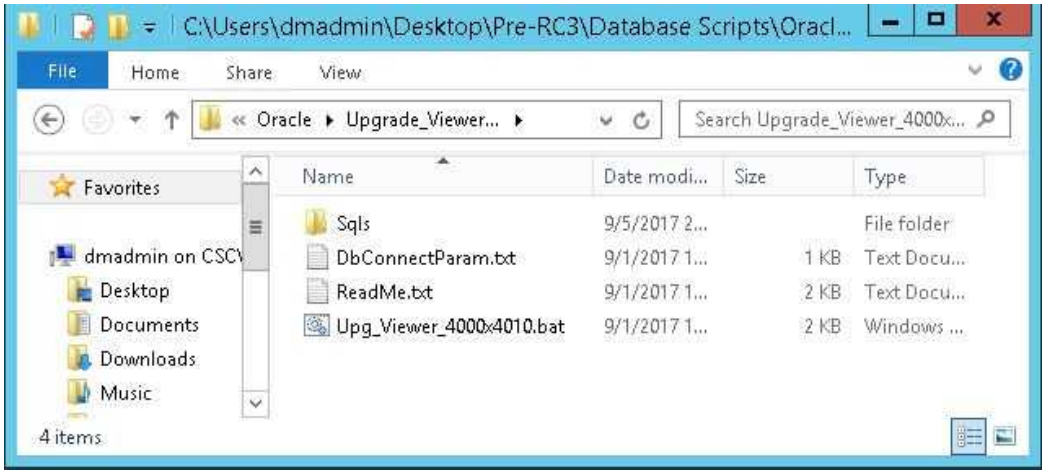


Figure 3-56: Oracle Upgrade Script Folder Content

4. Enter the appropriate parameters to upgrade the existing database schema. The items that should be defined are outlined in red in the screen shot below and are listed below.

define dbstring = (this is the database server location where data will be secured)

define schema_name = (this is the name of the TRS Viewer database Schema being used.

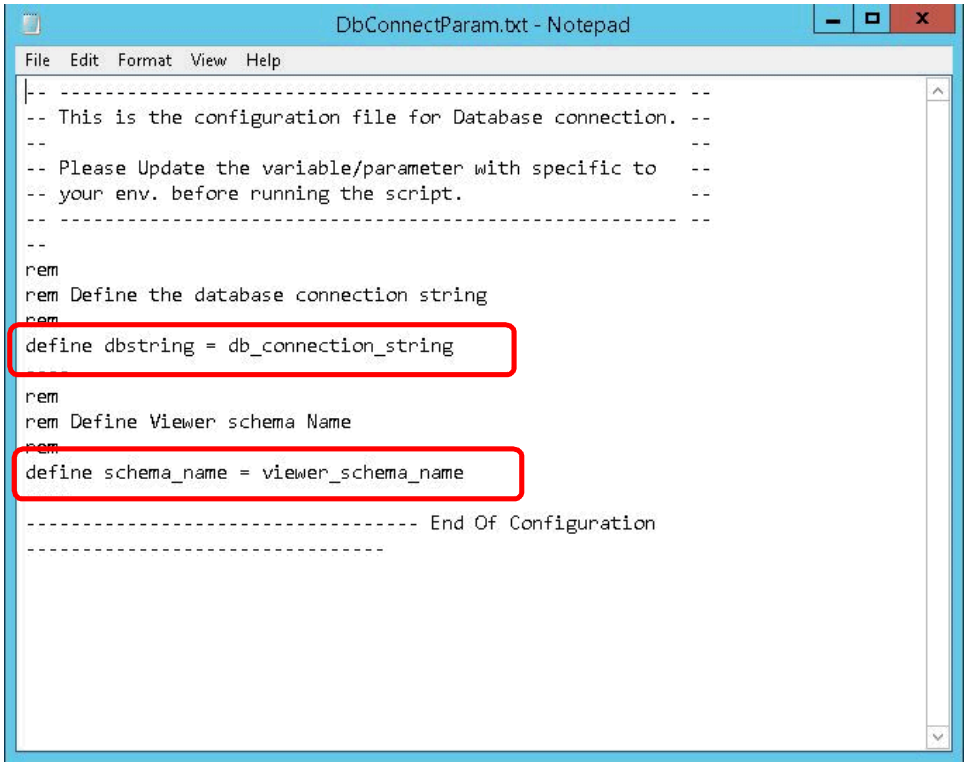


Figure 3-57: Oracle DbConnectParam.txt File Content

5. Once these parameters have been defined, **Save** and then **Close** the DbConnectParam.text file.

6. Double-click on the **Upg_Viewer_400x4010.bat** file to run the script to upgrade the database. *The database script will begin to run.*

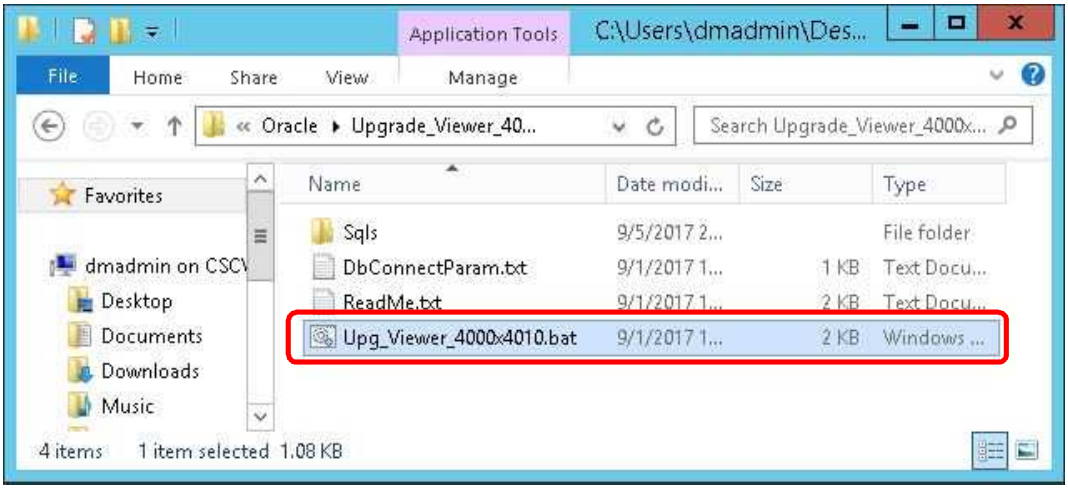


Figure 3-58: Upgrade Script File selected

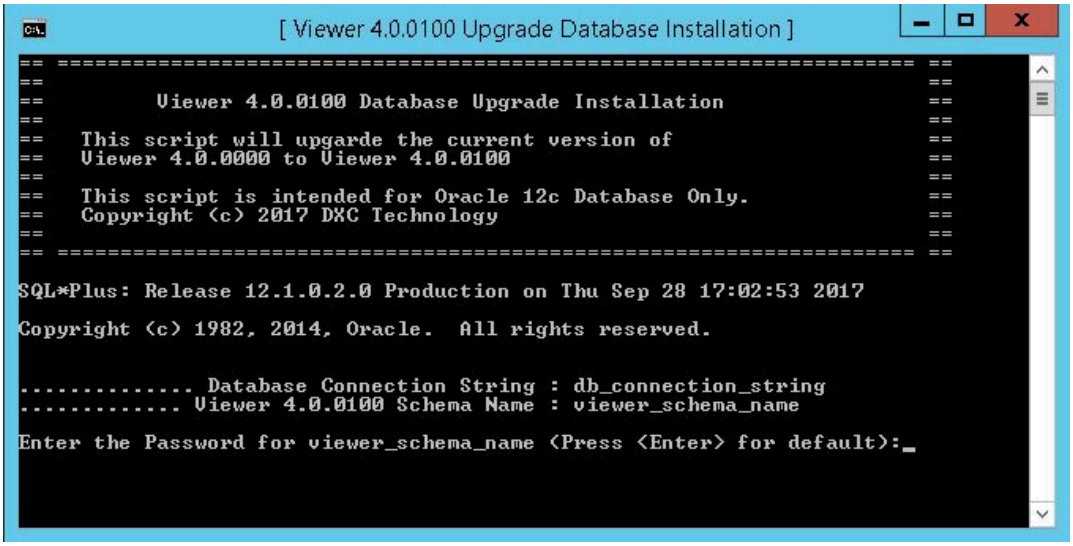


Figure 3-59: Start of Upgrade Script

7. Ensure that the **Database Connection String Name** and **Database Schema Name** are correct, and then press any key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and re-run the database script.*

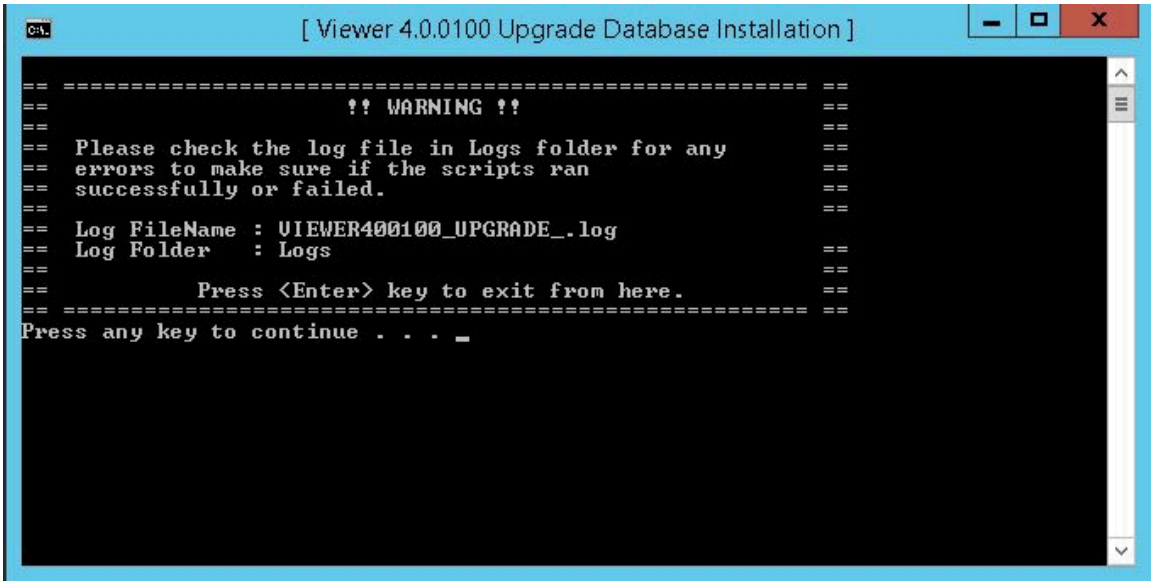


Figure 3-60: Completion of the Upgrade Script

8. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*

9. Open the **Logs** folder and then open the **TRS Viewer40100_Upgrade_log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

Figure 3-61: Upgrade Script Folder Selected

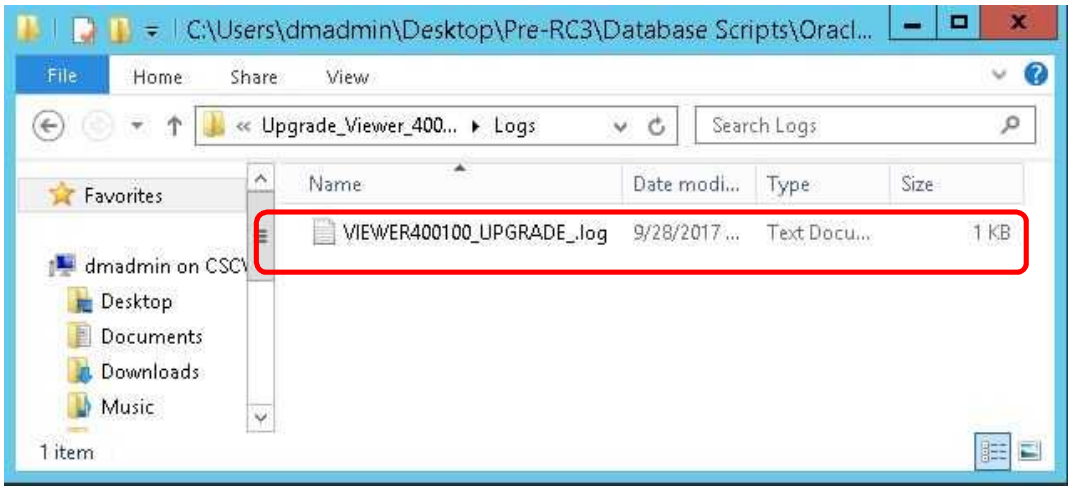


Figure 3-62: Upgrade Log File Selected

3.7 TRS Viewer 4.0.0200 Oracle Database Upgrade Script (Standalone or Integrated)

1. Locate the **TRS Viewer 4.0.0200** folder within the installation package and copy it to the machine where the database will be installed. Access to an Oracle database is necessary on the machine.
2. Right-click on the **Oracle** folder and then select **Properties**. Ensure the **Read-only** check box under the **General** tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

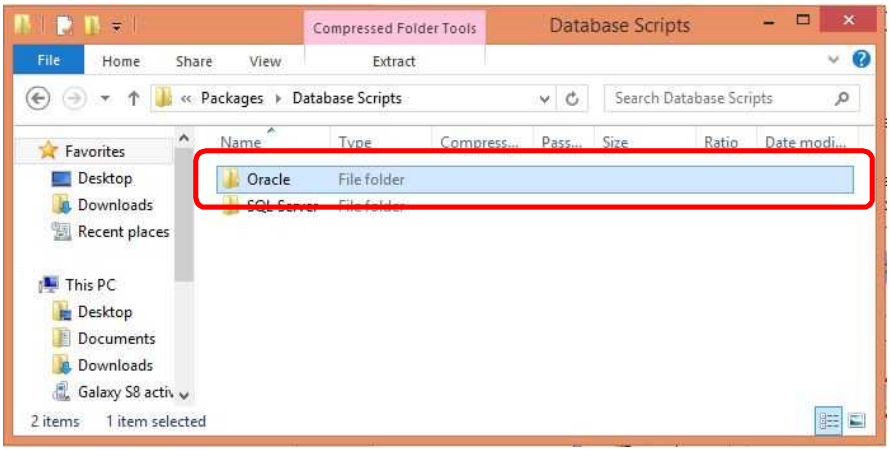


Figure 3-63: Oracle Folder

3. Double-click on the **Oracle** folder, and then open the **Upgrade_Viewer_4010x4020.bat** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

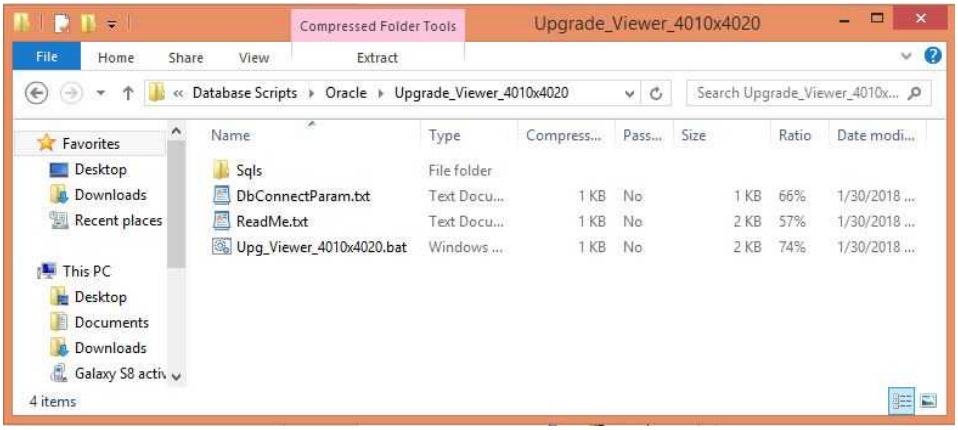


Figure 3-64: Oracle Upgrade Script Folder Content

4. Enter the appropriate parameters to upgrade the existing database schema. The items that should be defined are outlined in red in the screen shot below and are listed below.

define dbstring = (this is the database server location where data will be secured)

define schema_name = (this is the name of the TRS Viewer database Schema being used.

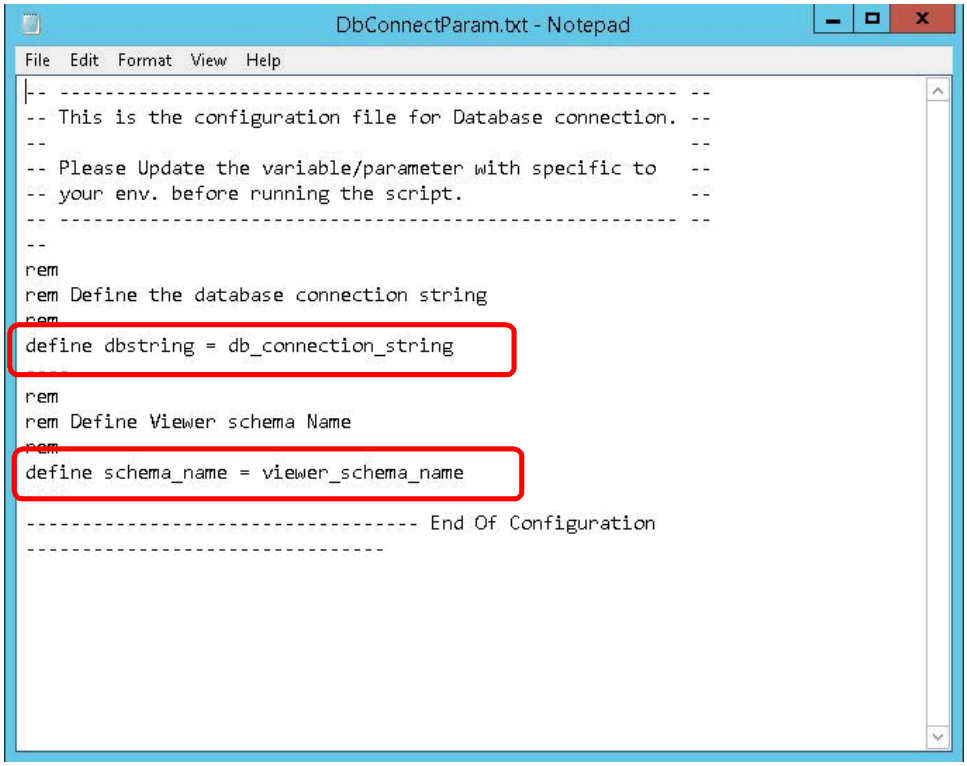


Figure 3-65: Oracle DbConnectParam.txt File Content

5. Once these parameters have been defined, **Save** and then **Close** the DbConnectParam.text file.

6. Double-click on the **Upg_Viewer_4010x4020.bat** file to run the script to upgrade the database. *The database script will begin to run.*

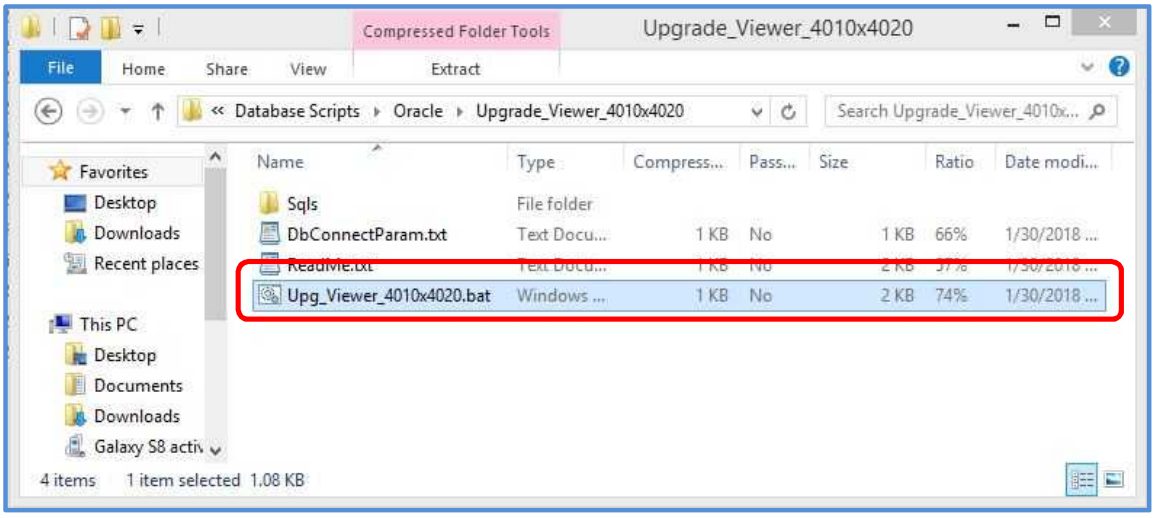


Figure 3-66: Upgrade Script File selected

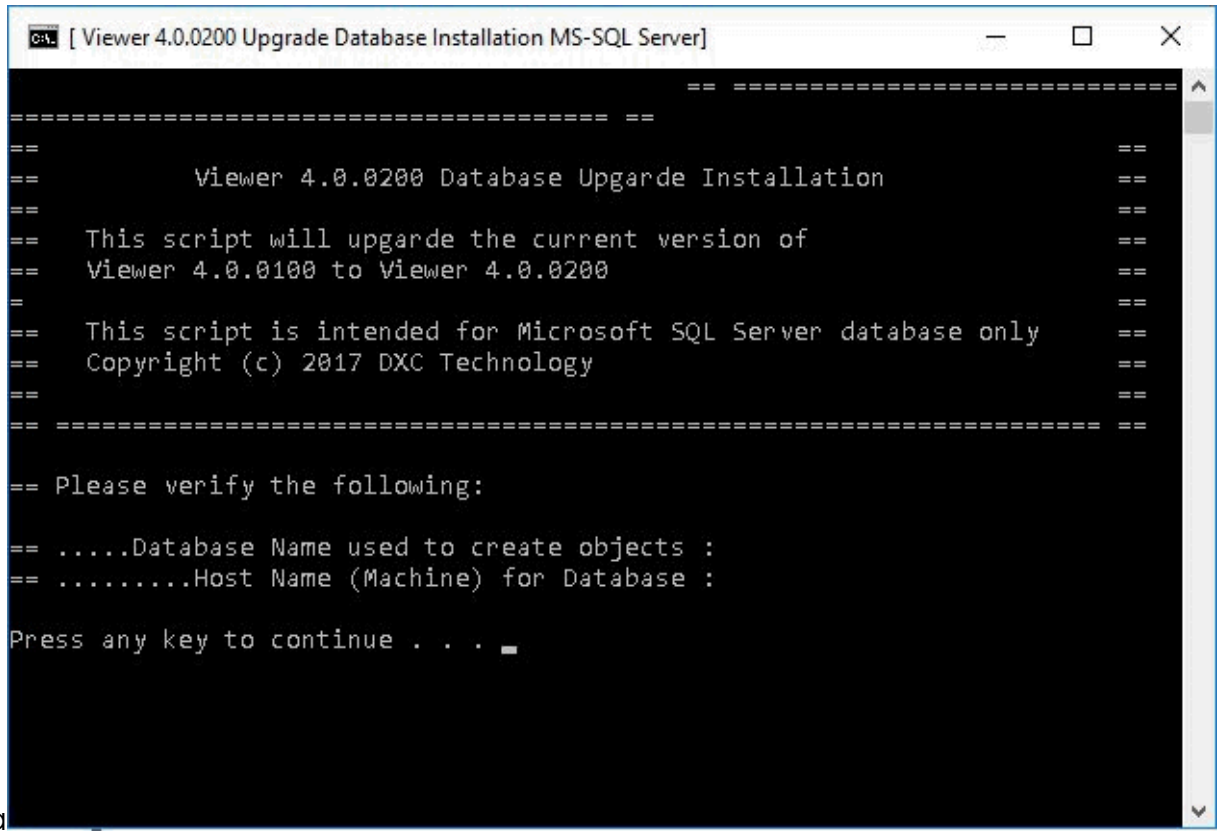


Figure 3-67: Start of Upgrade Script

7. Ensure that the **Database Name** and **Host Name** are correct, and then press any key to continue running the script. *If they are not correct, check the DbConfigInfo.txt, make corrections as needed and re-run the database script.*
8. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*
9. Open the **Logs** folder and then open the **TRS Viewer40200_Upgrade_log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

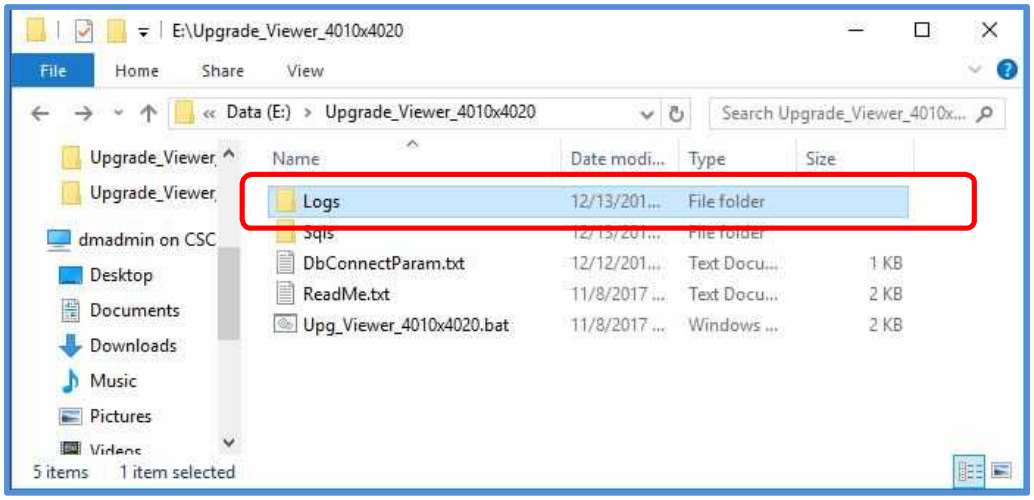


Figure 3-68: Upgrade Script Folder Selected

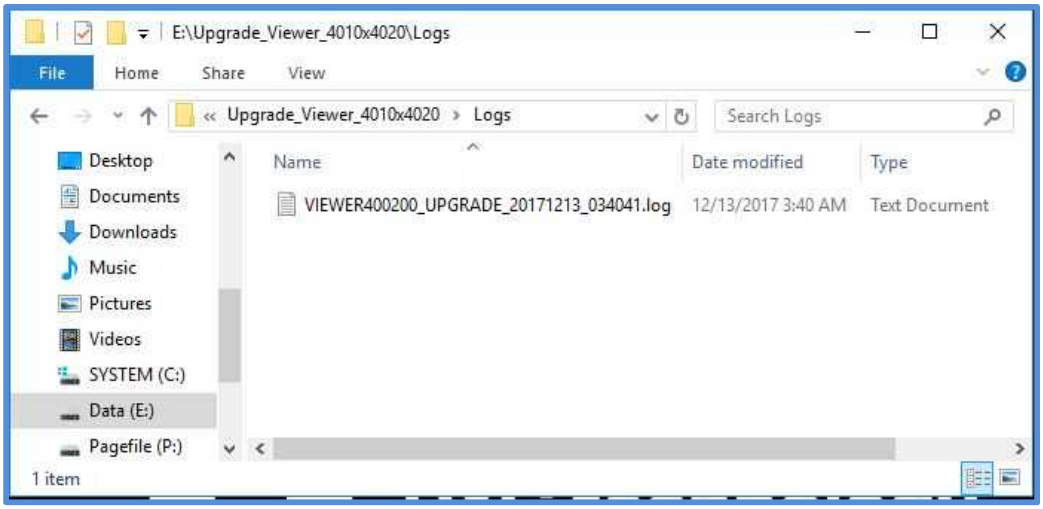


Figure 3-69: Oracle Log File

3.8 TRS Viewer 4.0.0300 Oracle Database Upgrade Script (Standalone or Integrated)

1. Locate the **TRS Viewer 4.0.0300** folder within the installation package and copy it to the machine where the database will be installed. Access to an Oracle database is necessary on the machine.
2. Right-click on the **Oracle** folder and then select **Properties**. Ensure the **Read-only** check box under the **General** tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

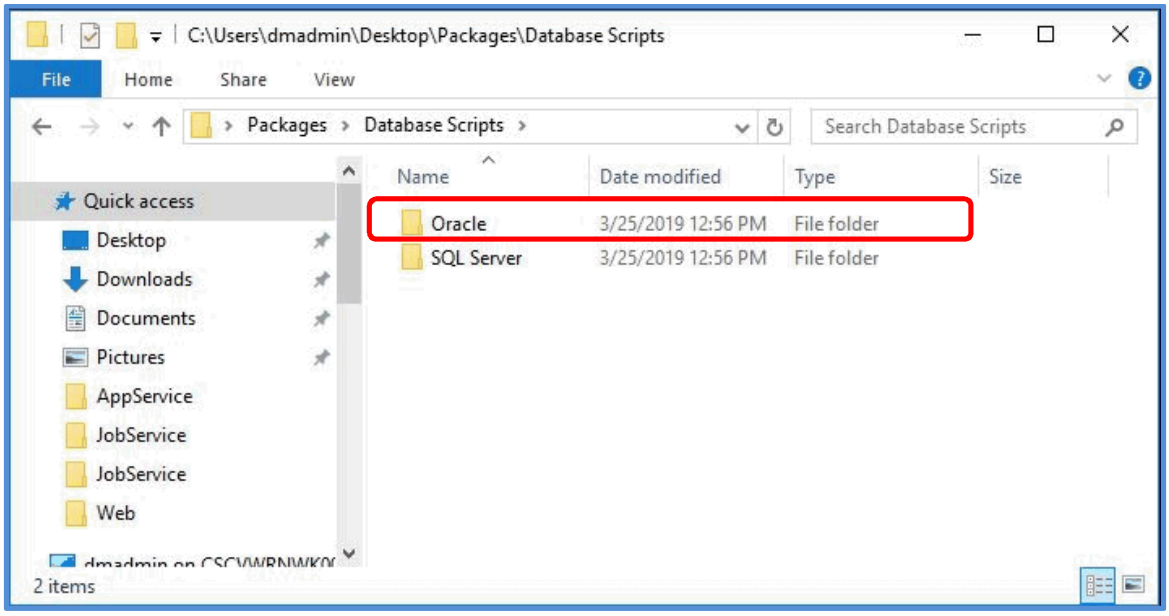


Figure 3-70: Oracle Folder

3. Double-click on the **Oracle** folder, and then open the **Upgrade_Viewer_4020x4030.bat** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

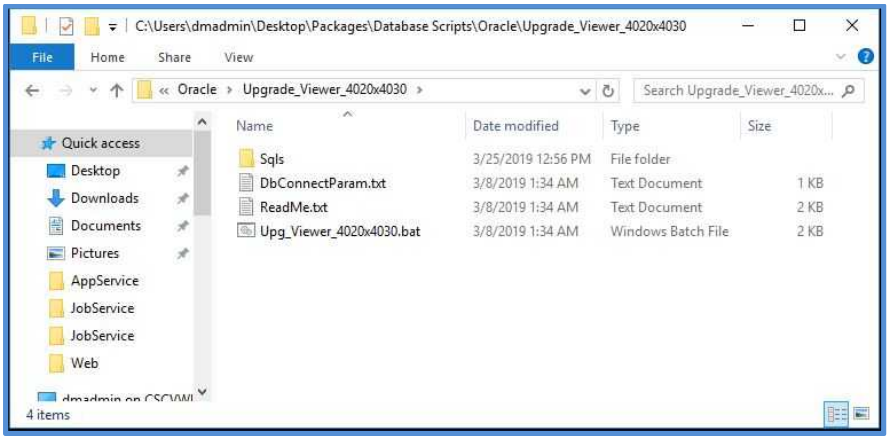


Figure 3-71: Oracle Upgrade Script Folder Content

4. Enter the appropriate parameters to upgrade the existing database schema. The items that should be defined are outlined in red in the screen shot below and are listed below.

   define dbstring = (this is the database server location where data will be secured)

   define schema_name = (this is the name of the TRS Viewer database Schema being used.

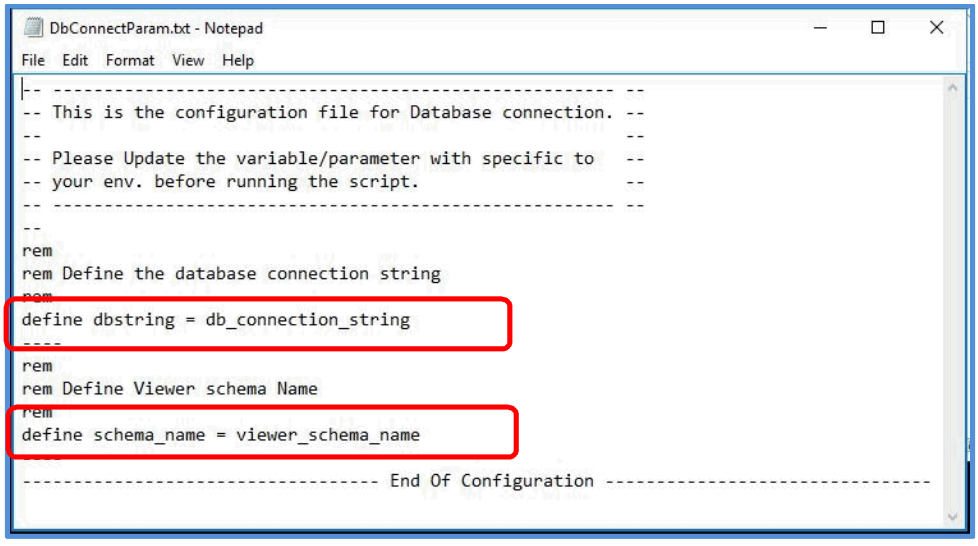


Figure 3-72: Oracle DbConnectParam.txt File Content

5. Once these parameters have been defined, **Save** and then **Close** the DbConnectParam.text file.
6. Double-click on the **Upg_Viewer_4020x4030.bat** file to run the script to upgrade the database. *The database script will begin to run.*

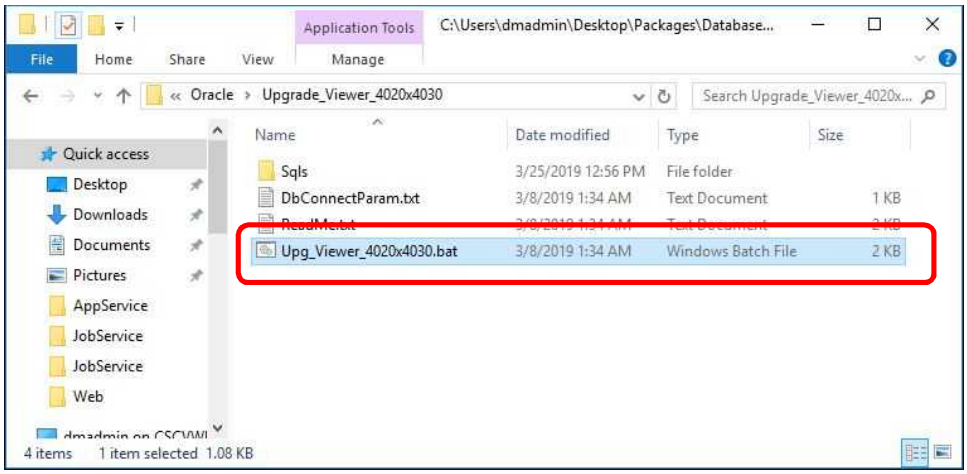


Figure 3-73: Upgrade Script File selected

a

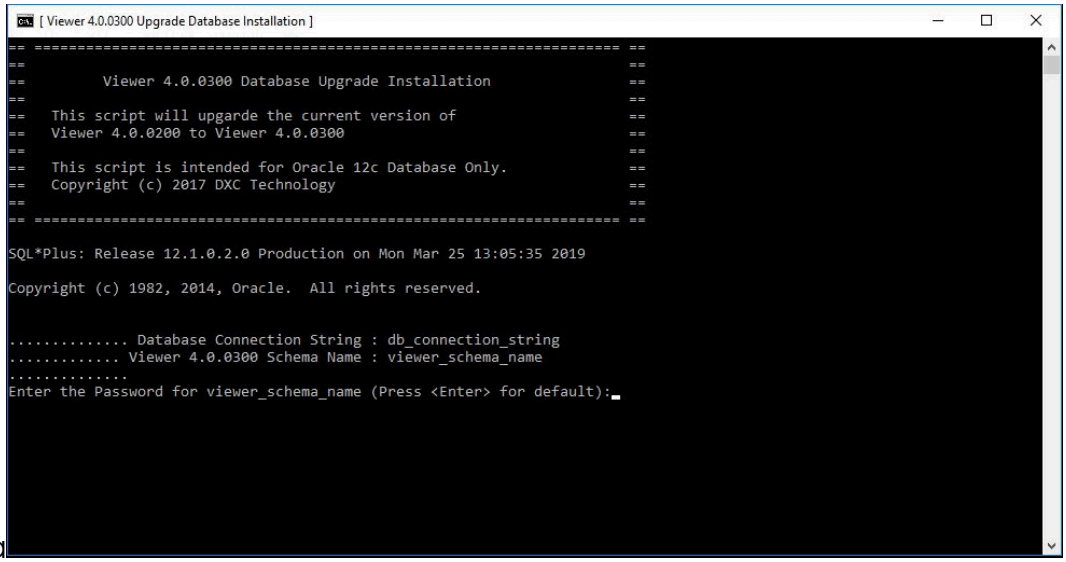


Figure 3-74: Start of Upgrade Script

7. Ensure that the **Database Name** and **Host Name** are correct, and then press any key to continue running the script. *If they are not correct, check the DbConfigInfo.txt, make corrections as needed and re-run the database script.*

8. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*
9. Open the **Logs** folder and then open the **TRS Viewer400300_Upgrade_log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

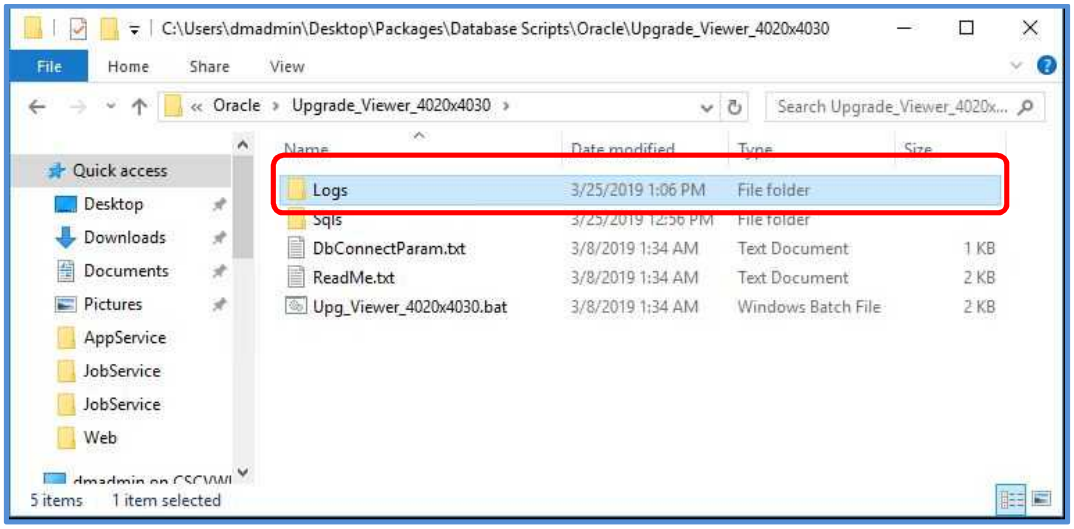


Figure 3-75: Upgrade Script Folder Selected

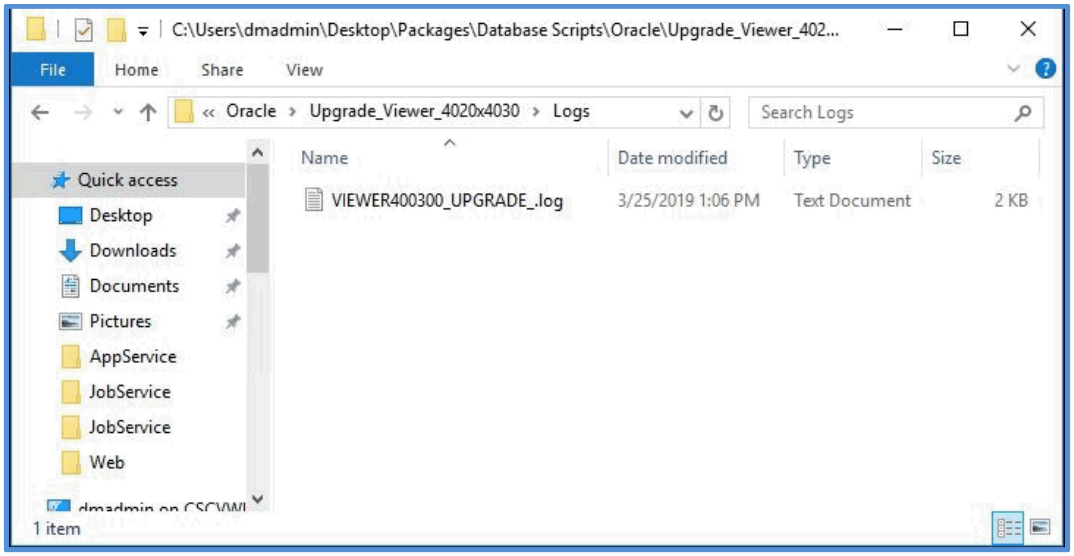


Figure 3-76: Oracle Log File

3.9 TRS Viewer 4.0.0000 MS-SQL Database Upgrade Script (Standalone or Integrated)

The instructions in this section describe the steps to upgrade a Standalone or Integrated TRS Viewer MS-SQL Database from version 3.4.0200 to version 4.0.0000. Ensure the TRS Publishing database has been created/upgraded prior to upgrading the TRS Viewer database. See the TRS Publishing 4.0.0000/4.0.0100 Installation Guide for details.

Note: This section assumes that the TRS Publishing 4.0.0000 installation is completed and configured as outlined in the Installation Order section in this guide.

1. Locate the **TRS Viewer 4.0.0000** folder within the installation package and copy it to the machine where the database will be installed. *Access to an MS-SQL database is necessary on the machine.*
2. Right-click on the **SQL Server** folder and then select **Properties**. Ensure the **Read-only** check box under the General tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

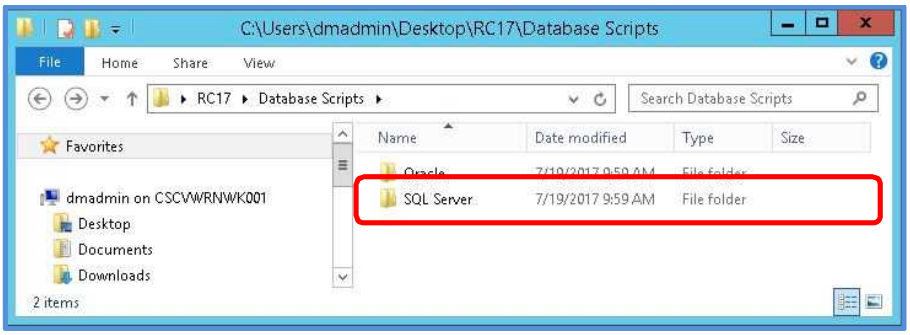


Figure 3-77: MS-SQL Folder Selected

3. Double-click on the **SQL Server** folder, and then open the **Upgrade_TRS Viewer_3320x3400** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

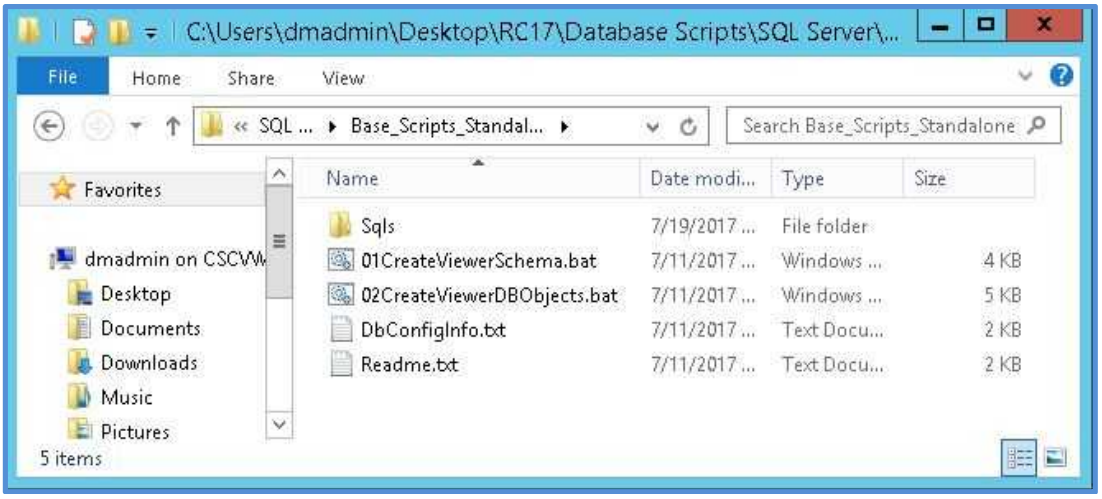


Figure 3-78: MS-SQL Upgrade Folder Content

4. Double-click on the **DbConnectParam.txt** file to open it.

Figure 3-79: DbConfigInfo.txt File Selected

5. Enter the appropriate parameters to upgrade the existing database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

   set host_name= (this is the machine name where the database is being installed or located,)

   set db_ name= (this is the name of the database String)

   set uname= (this is the name used for the database user)

   set upass= (this is the password used to access the database)

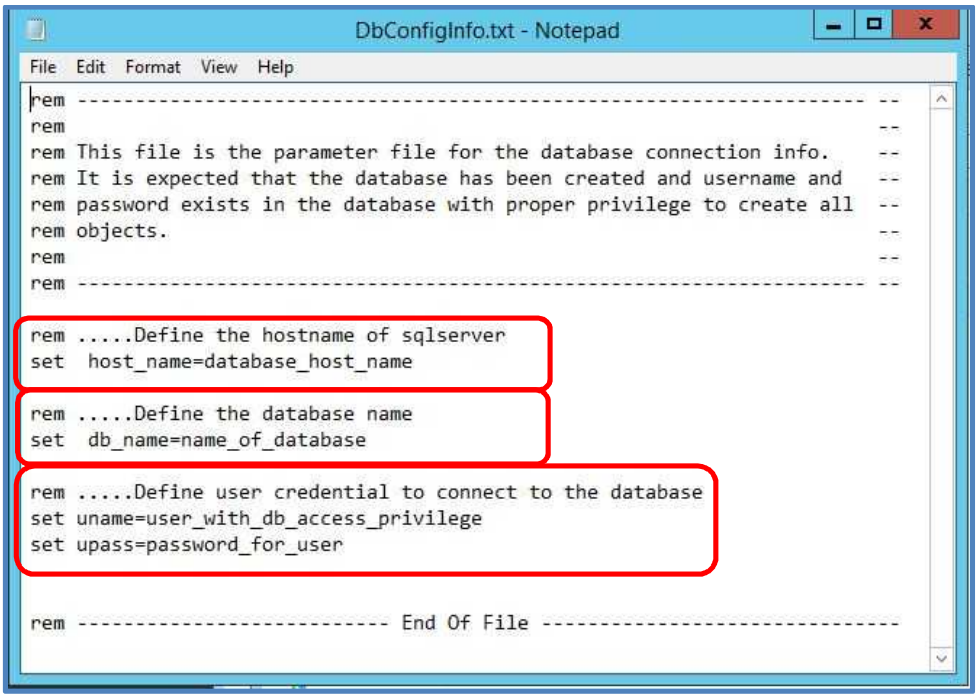


Figure 3-80: MS-SQL Upgrade DbConfig File Content

6. Once these parameters have been defined, **Save** and then **Close** the **DbConfigInfo** text file. Double-click on the **Upgrade_TRS Viewer3320x4000.bat** file to run the script to create the database. *The database script will begin to run.*

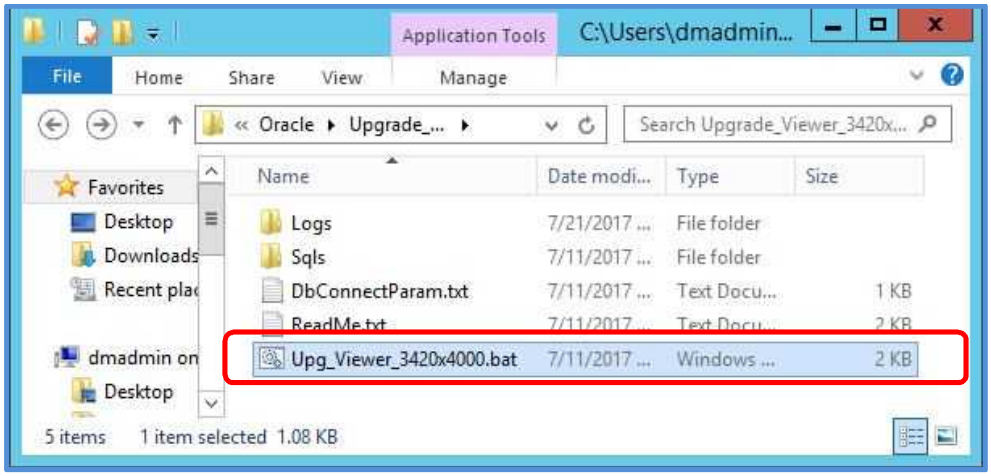


Figure 3-81: Upgrade_TRS Viewer3420x4000.bat File Selected

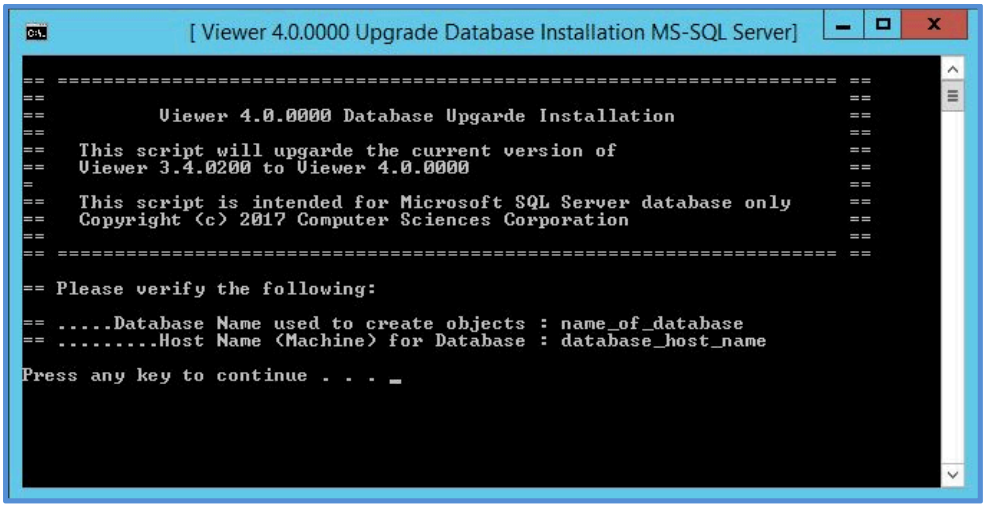


Figure 3-82: Start of MS-SQL Upgrade Script

7. Ensure that the **Object Name**, **Database Name**, and the **Integration Status** correct and then press any key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and re-run the database script.*

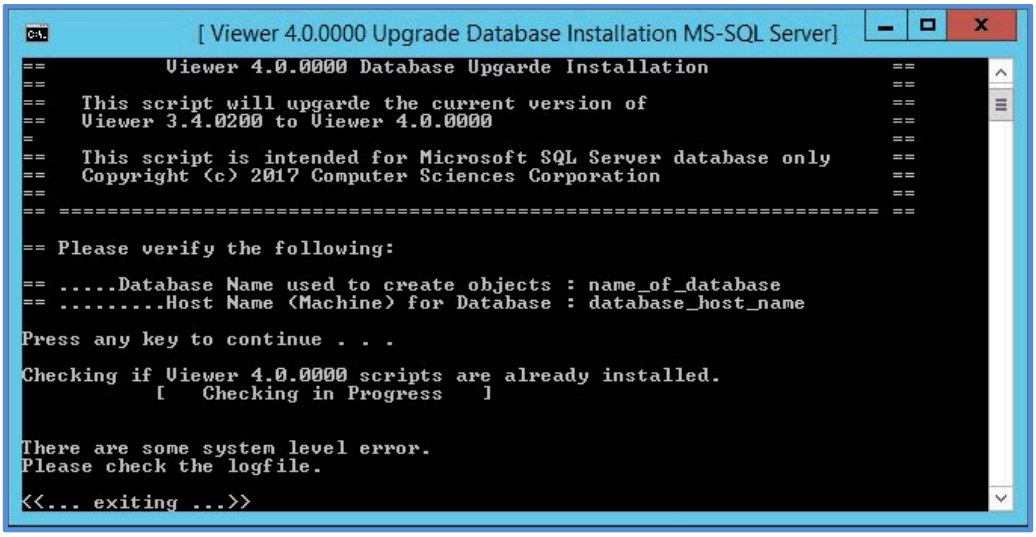


Figure 3-83: Completion of MS-SQL Upgrade Script

8. Press any key to exit the script. The script will be completed, and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*

9. Open the Logs folder and then open the **Upgrade_TRS Viewer3420x4000.log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

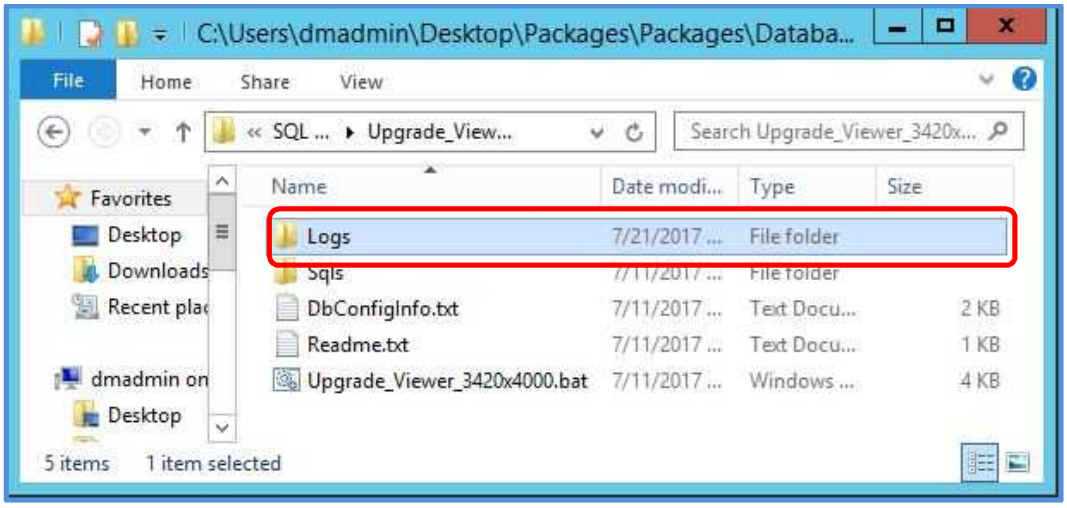


Figure 3-84: MS-SQL Log Folder Selected

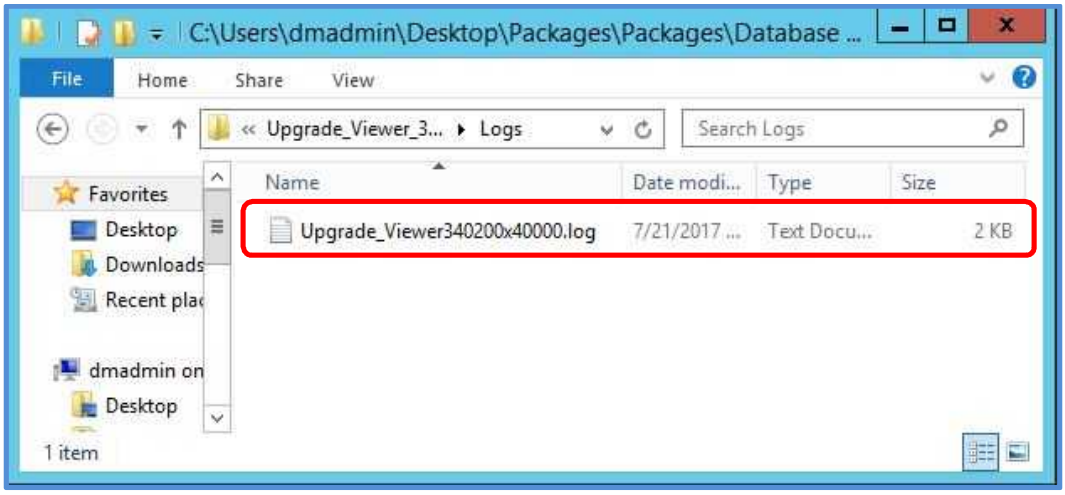


Figure 3-85: MS-SQL Log File Selected

3.10 TRS Viewer 4.0.0100 MS-SQL Database Upgrade Script (Standalone or Integrated)

1. Locate the **TRS Viewer 4.0.0100** folder within the installation package and copy it to the machine where the database will be installed. *Access to an MS-SQL database is necessary on the machine.*
2. Right-click on the **SQL Server** folder and then select **Properties**. Ensure the **Read-only** check box under the General tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

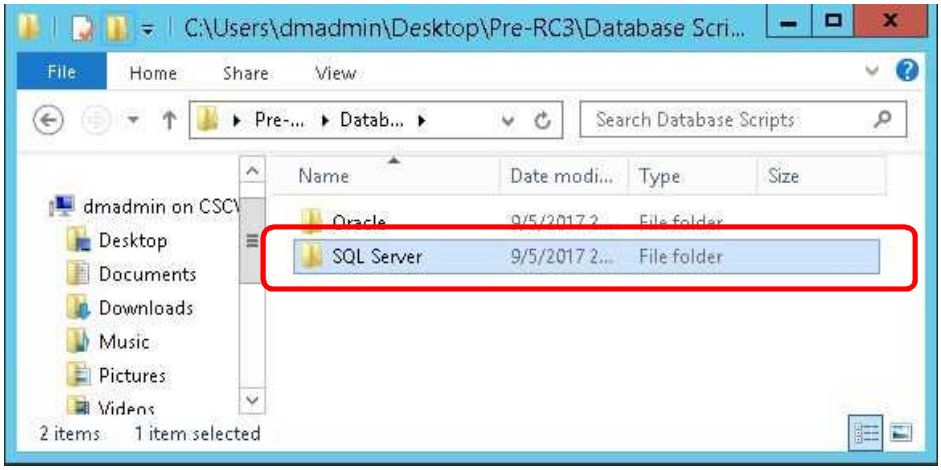


Figure 3-86: MS-SQL Folder Selected

3. Double-click on the **SQL Server** folder, and then open the **Upgrade_TRS Viewer_4000x400100** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

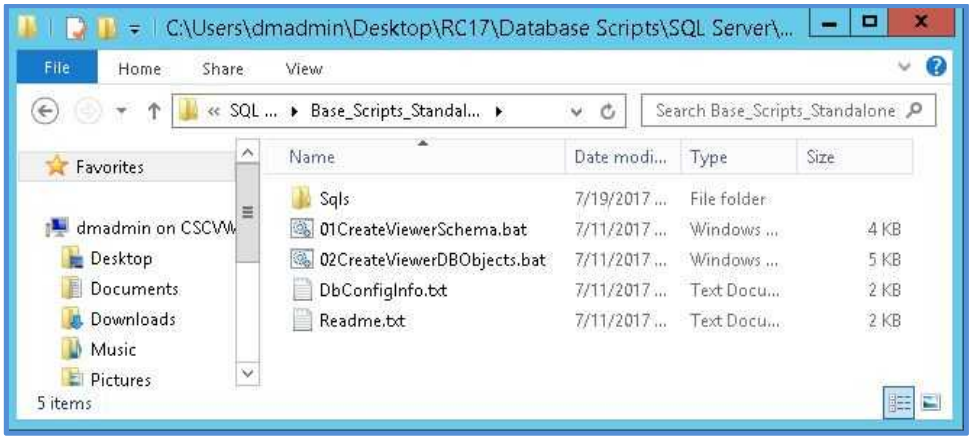


Figure 3-87: MS-SQL Upgrade Folder Content

4. Double-click on the **DbConnectParam.txt** file to open it.

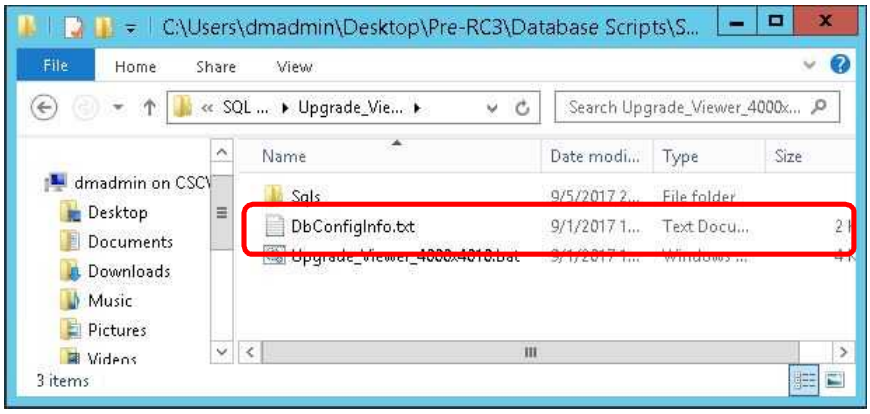


Figure 3-88: DbConfigInfo.txt File Selected

5. Enter the appropriate parameters to upgrade the existing database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

   set host_name= (this is the machine name where the database is being installed or located,)

   set db_ name= (this is the name of the database String)

   set uname= (this is the name used for the database user)

   set upass= (this is the password used to access the database)

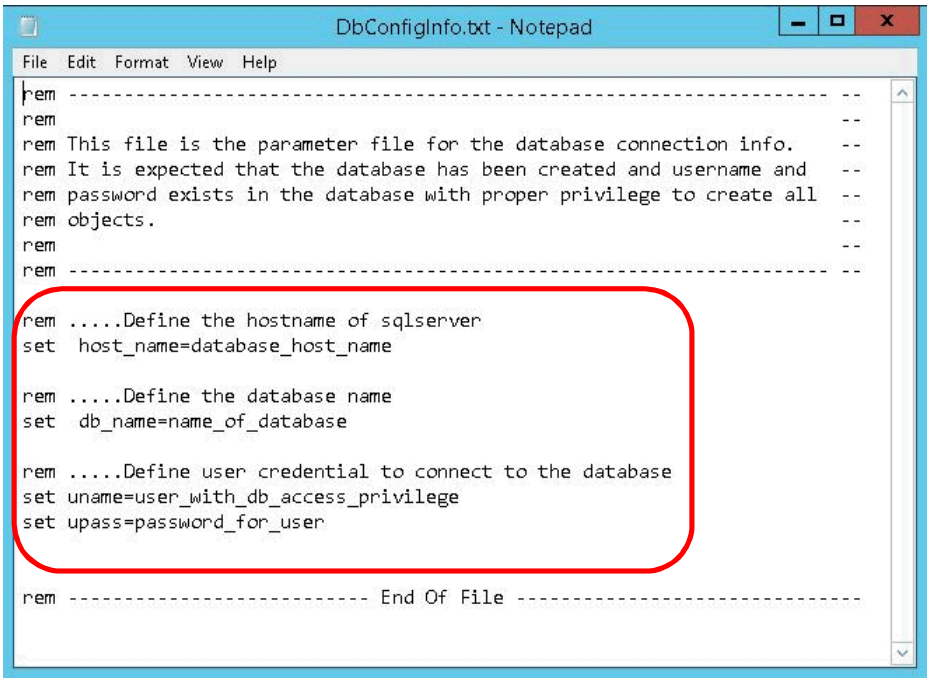


Figure 3-89: MS-SQL Upgrade DbConfig File Content

6. Once these parameters have been defined, **Save** and then **Close** the **DbConfigInfo** text file.
7. Double-click on the **Upgrade_Viewer4000x4010.bat** file to run the script to create the database. *The database script will begin to run.*

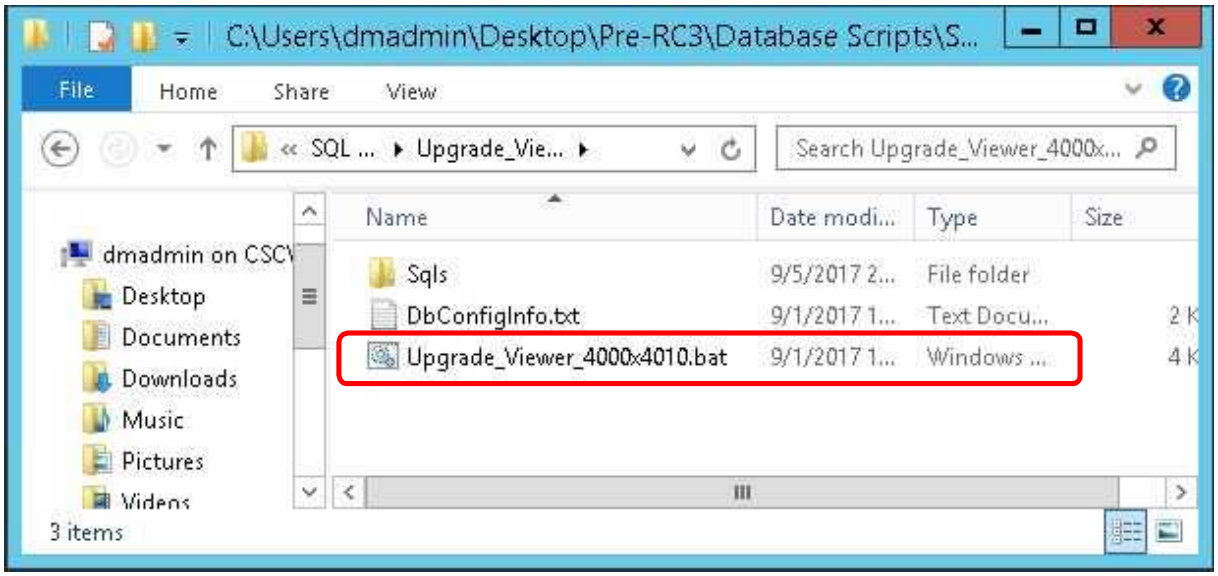


Figure 3-90: Upgrade_Viewer4000x4010.bat File Selected

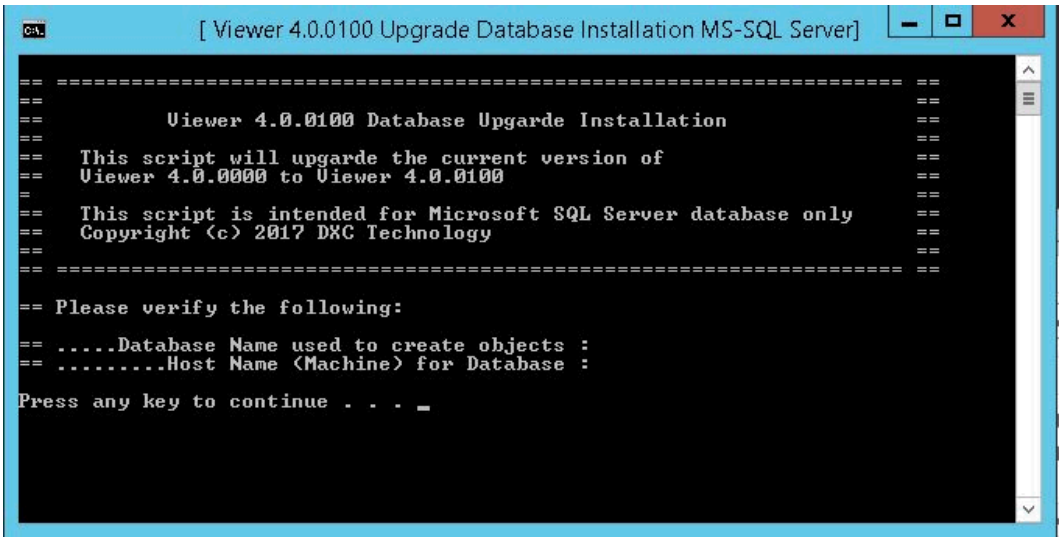


Figure 3-91: Start of MS-SQL Upgrade Script

8. Ensure that the **Object Name**, **Database Name**, and the **Integration Status** correct and then press any key to continue running the script. *If they are not correct, check the DbConnectParam.txt, make corrections as needed and re-run the database script.*

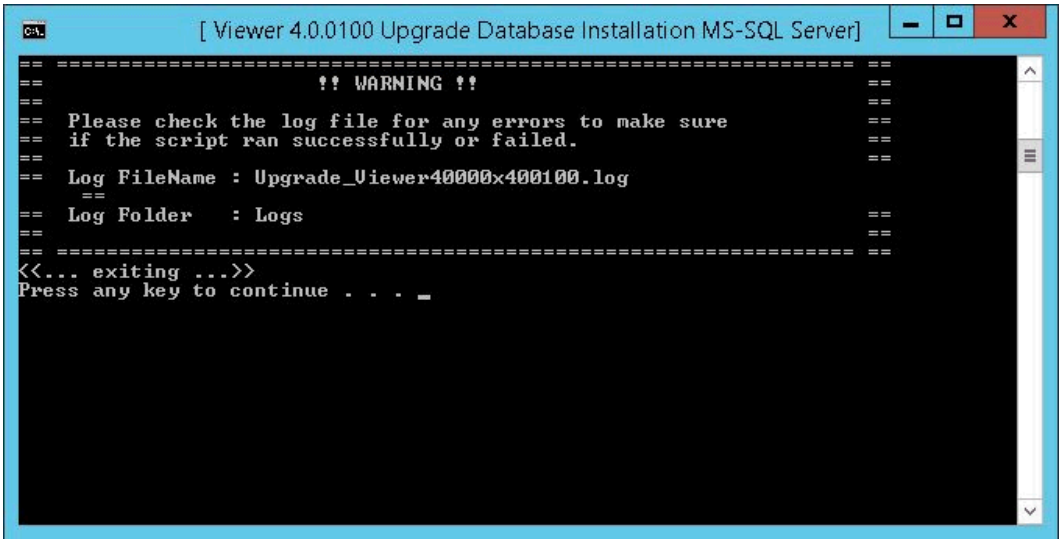


Figure 3-92: Completion of MS-SQL Upgrade Script

9. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*

10. Open the Logs folder and then open the **Upgrade_ Viewer4000x4001000.log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

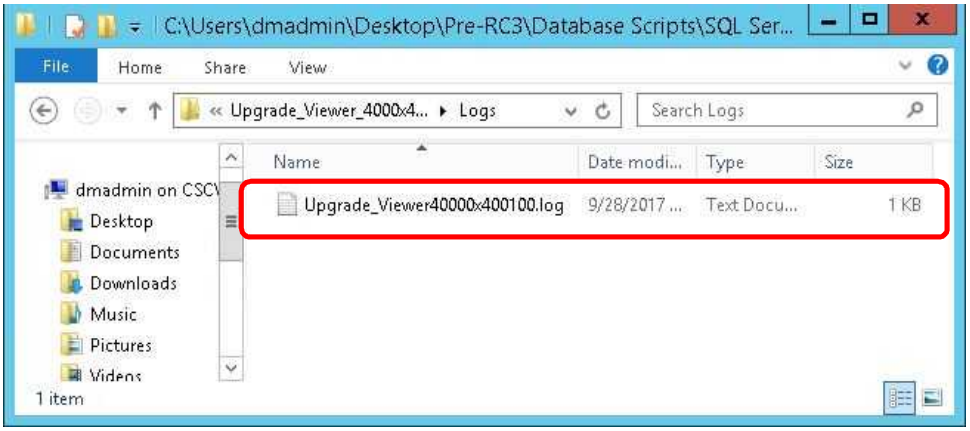


Figure 3-93: MS-SQL Log File Selected

3.11 TRS Viewer 4.0.0200 MS-SQL Database Upgrade Script (Standalone or Integrated)

1. Locate the **TRS Viewer 4.0.0200** folder within the installation package and copy it to the machine where the database will be installed. *Access to an MS-SQL database is necessary on the machine.*
2. Right-click on the **SQL Server** folder and then select **Properties**. Ensure the **Read-only** check box under the General tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

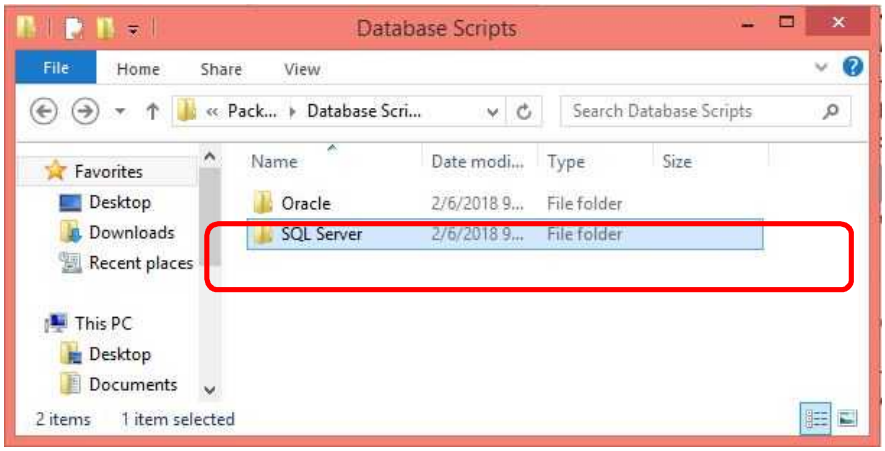


Figure 3-94: MS-SQL Folder Selected

3. Double-click on the **SQL Server** folder, and then open the **Upgrade_TRS Viewer_40100x400200** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

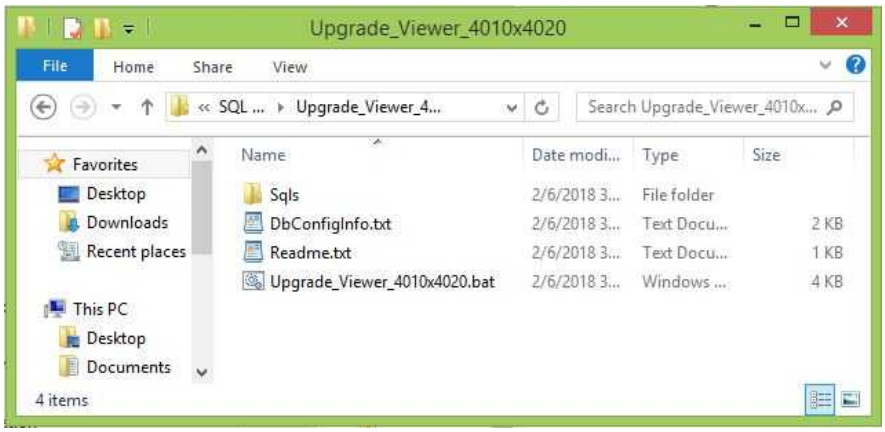


Figure 3-95: MS-SQL Upgrade Folder Content

4. Double-click on the **DbConfigInfo.txt** file to open it.

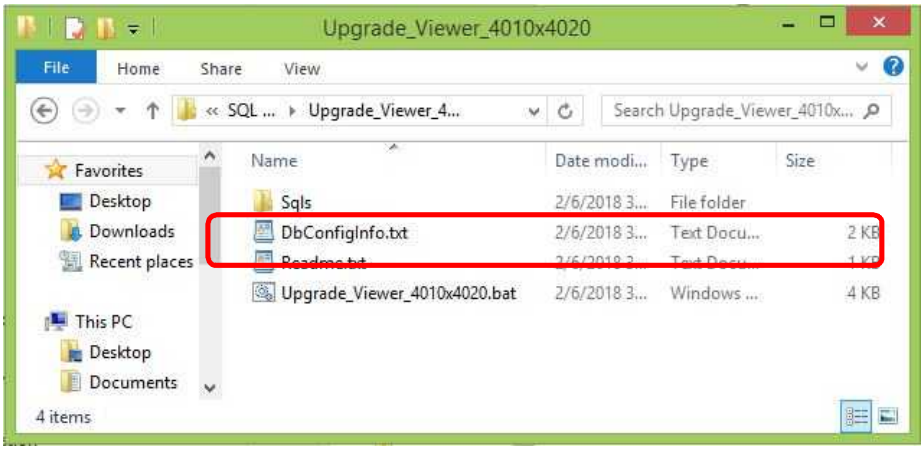


Figure 3-96: DbConfigInfo.txt File Selected

5. Enter the appropriate parameters to upgrade the existing database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

   set host_name= (this is the machine name where the database is being installed or located,)

   set db_ name= (this is the name of the database String)

   set uname= (this is the name used for the database user)

   set upass= (this is the password used to access the database)

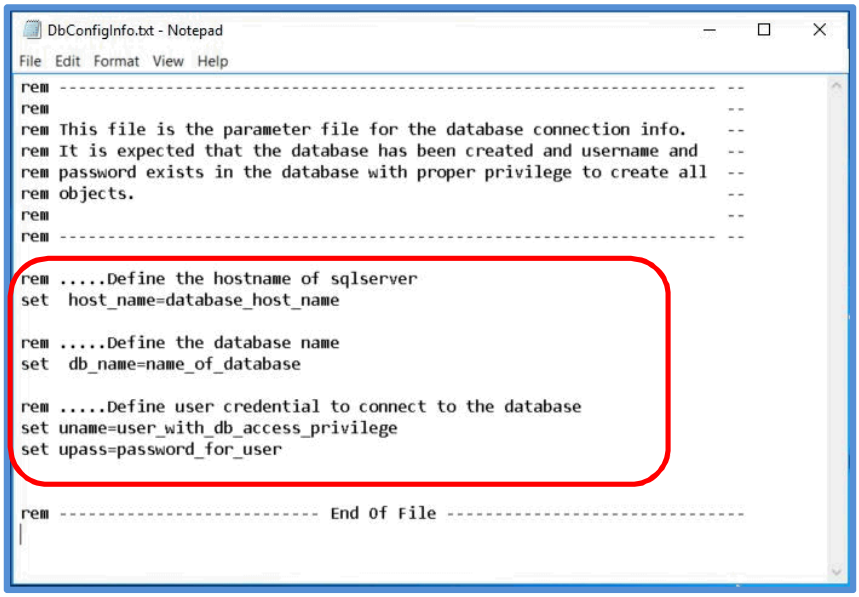


Figure 3-97: MS-SQL Upgrade DbConfig File Content

6. Once these parameters have been defined, **Save** and then **Close** the **DbConfigInfo** text file.
7. Double-click on the **Upgrade_Viewer4010x4020.bat** file to run the script to create the database. *The database script will begin to run.*

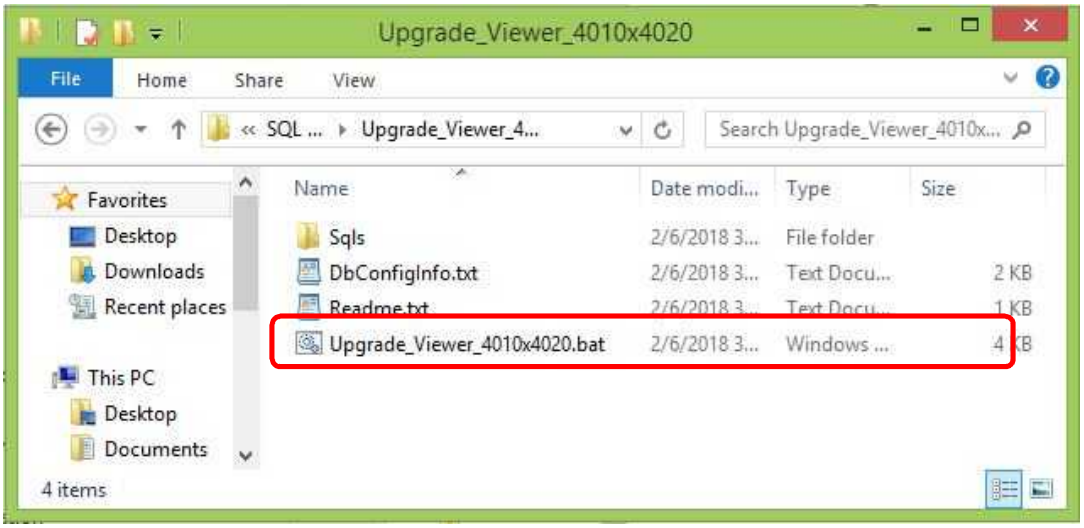


Figure 3-98: Upgrade_Viewer4010x4020.bat File Selected

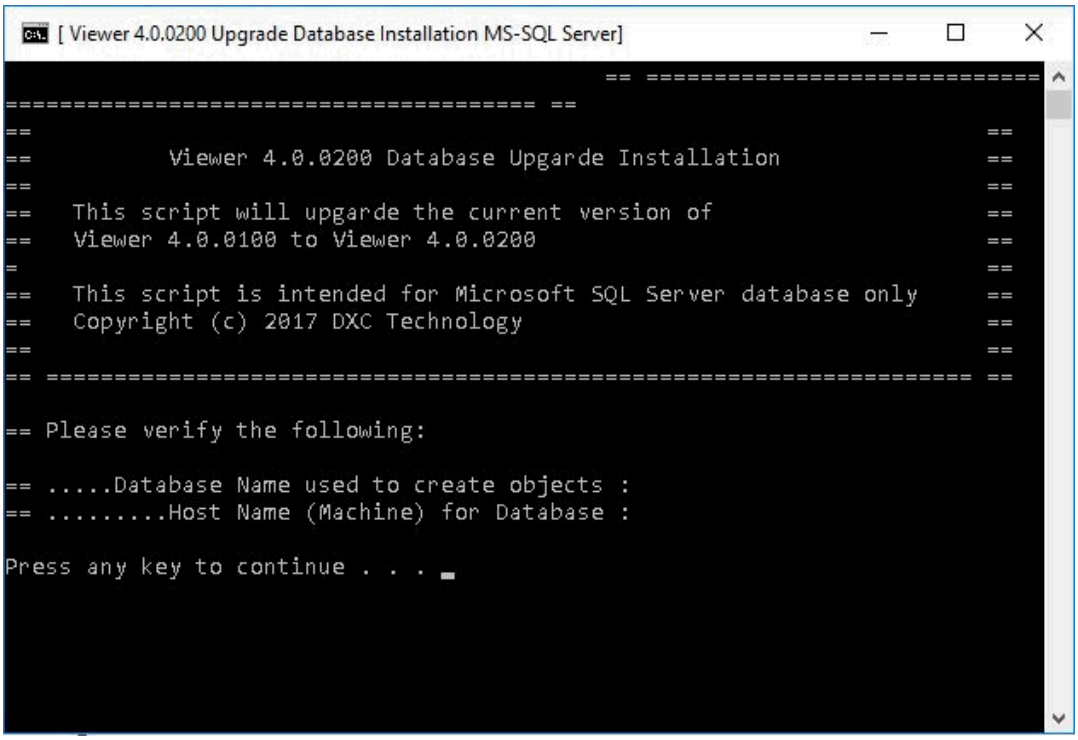


Figure 3-99: Start of MS-SQL Upgrade Script

8. Ensure that the **Database Name**, and the **Host Name** is enterd correctly and then press any key to continue running the script. *If they are not correct, check the DbConfigInfo.txt, make corrections as needed and re-run the database script.*
9. Press any key to exit the script. The script will be completed and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*
10. Open the Logs folder and then open the **Upgrade_ Viewer40100x402000.log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

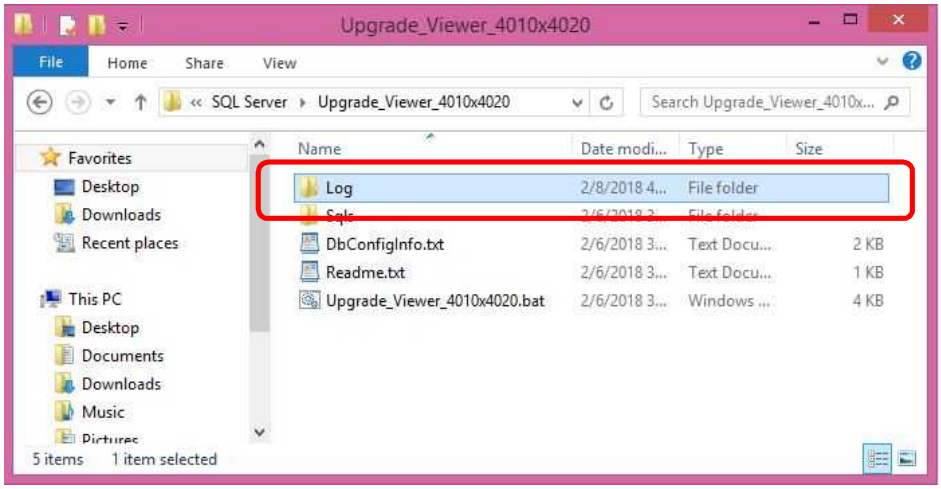


Figure 3-100: MS-SQL Log Folder Selected

3.12 TRS Viewer 4.0.0300 MS-SQL Database Upgrade Script (Standalone or Integrated)

1. Locate the **TRS Viewer 4.0.0300** folder within the installation package and copy it to the machine where the database will be installed. *Access to an MS-SQL database is necessary on the machine.*
2. Right-click on the **SQL Server** folder and then select **Properties**. Ensure the **Read-only** check box under the General tab is cleared. If selected, clear the check box, click the **Apply** button, and then click the **OK** button to close the Properties dialog box.

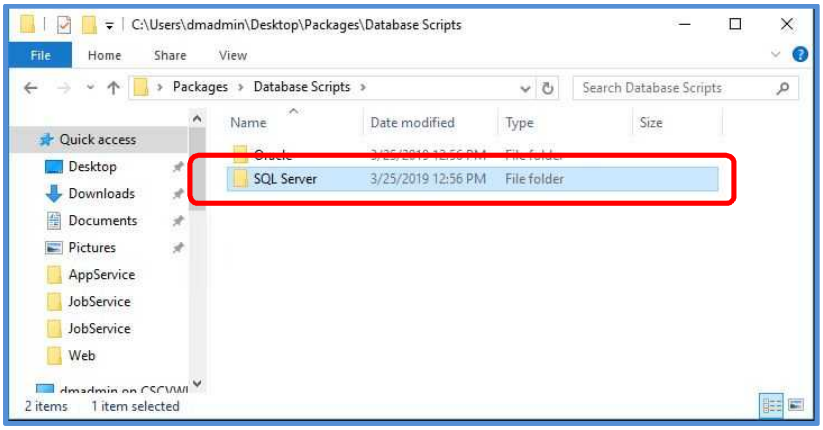


Figure 3-101: MS-SQL Folder Selected

3. Double-click on the **SQL Server** folder, and then open the **Upgrade_TRS Viewer_40200x400300** folder. *Within this folder are the DbConnectParam.txt file that will need to be modified, the batch files that will need to be run, and the Logs folder which will need to be checked for errors.*

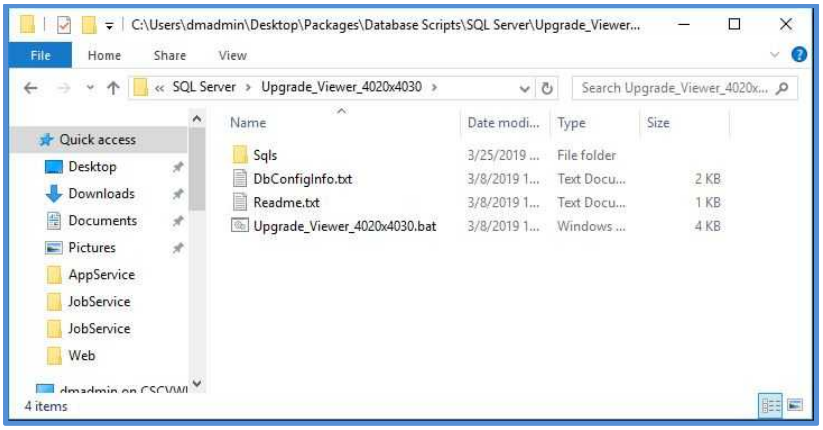


Figure 3-102: MS-SQL Upgrade Folder Content

4. Double-click on the **DbConfigInfo.txt** file to open it.

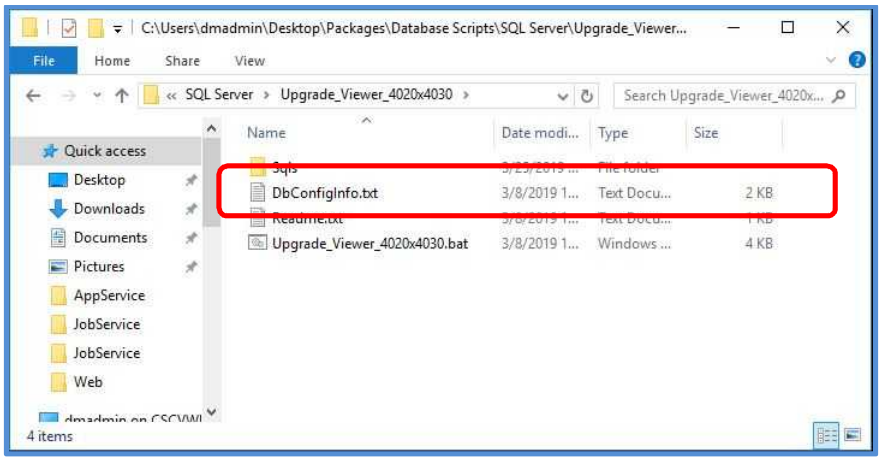


Figure 3-103: DbConfigInfo.txt File Selected

5. Enter the appropriate parameters to upgrade the existing database schema. *The items that should be defined are outlined in red in the screen shot below and are listed below.*

set host_name= (this is the machine name where the database is being installed or located,)

set db_ name= (this is the name of the database String)

set uname= (this is the name used for the database user)

set upass= (this is the password used to access the database)

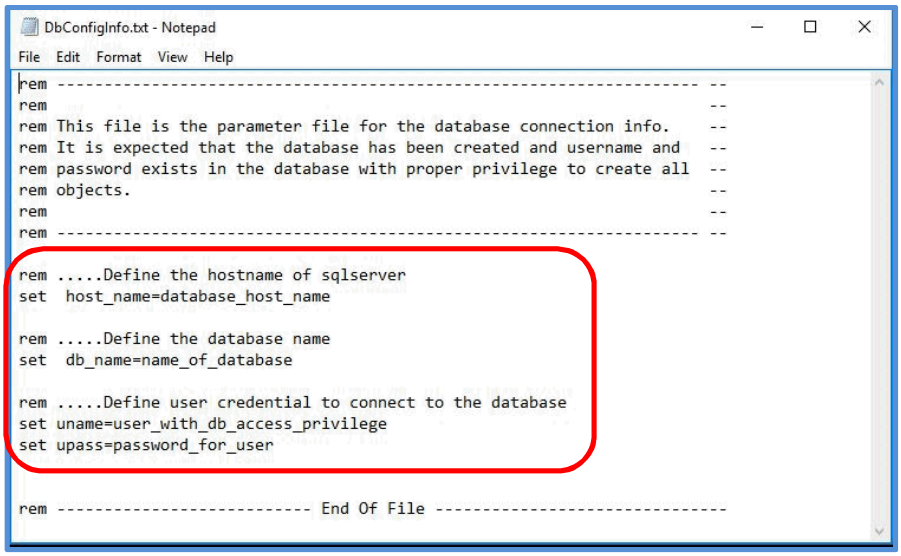


Figure 3-104: MS-SQL Upgrade DbConfig File Content

6. Once these parameters have been defined, **Save** and then **Close** the **DbConfigInfo** text file.
7. Double-click on the **Upgrade_Viewer4010x4020.bat** file to run the script to create the database. *The database script will begin to run.*

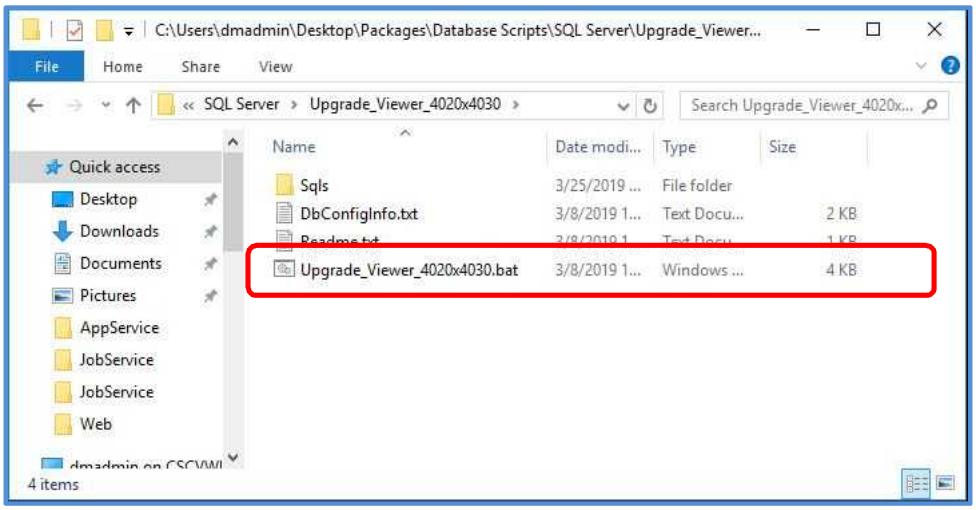


Figure 3-105: Upgrade_Viewer4020x4030.bat File Selected

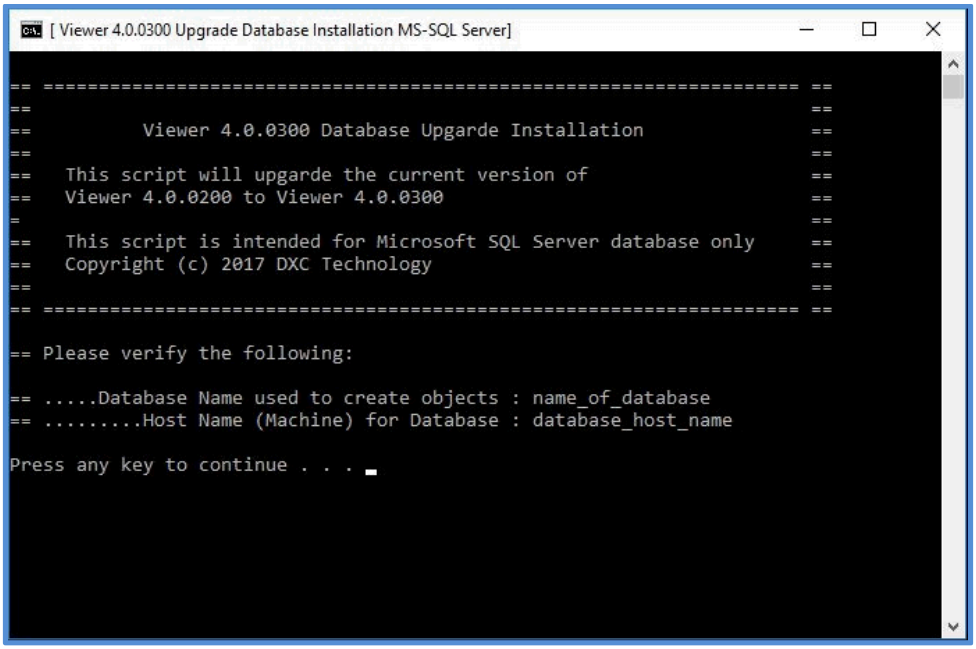


Figure 3-106: Start of MS-SQL Upgrade Script

8. Ensure that the **Database Name**, and the **Host Name** is enterd correctly and then press any key to continue running the script. *If they are not*

correct, check the DbConfigInfo.txt, make corrections as needed and re-run the database script.

9. Press any key to exit the script. The script will be completed, and a log file will be generated. *It is necessary to press a key for the Log file to be generated, therefore, do not click the X in the upper right corner.*
10. Open the Logs folder and then open the **Upgrade_ Viewer40200x403000.log** file. Review the file for any errors that may have been reported. *If errors are found, re-run the database script until there are no errors. If re-running the script, it is necessary to roll back the database to avoid errors stating certain parameters already exist.*

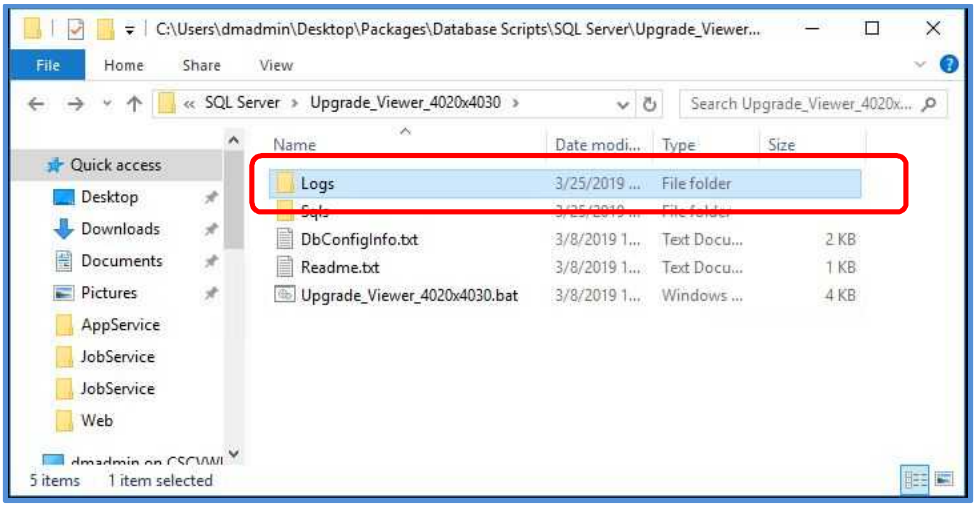


Figure 3-107: MS-SQL Log Folder Selected

4.0 TRS Viewer Installation

After creating a TRS Viewer schema or database, use the following instructions to install the application.

Note: If cache location is configured in default location i.e: <Program Files>\CSC\Viewer\Web\Cache>, backup the files from Cache location to another folder, before uninstalling the existing version if Viewer (older version). Once TRS Viewer 4.0.0000 is installed, Backup files should be restored to the following location: <Program Files>\CSC\Viewer\Cache
If Cache location is configured in NAS drive, the above instructions are not needed.

Note: The application installer file is used to install TRS Viewer 4.0.0000 as a base installation. It is necessary to uninstall the prior version before installing version 4.0.0000.

Note: Deployment files that are available as zipped packages should be unzipped on to the local drive of the server where it is installed and not directly to any network drive.

Note: Please Note: Unzipping into any network drive will update the date time stamp of the dll's to the current datetime. This datetime stamp change, will block successive updates leading to incorrect deployment results.

4.1 TRS Viewer 4.0.0000 Application Base Installation

Please see the Software Requirements Document (SRD) document for requirements and prerequisites. Also, complete the database installation sections prior to installing TRS Viewer to help to ensure the TRS Viewer installation will be successful.

Once installed, TRS Viewer will be accessible from an internet web address. The following steps outline the TRS Viewer installation wizard.

1. Locate the TRS Viewer 4.0.0000 folder within the installation package and copy it to the machine where TRS Viewer will be installed. Navigate to the location where the installation package has been placed.
2. Open the **01. TRS Viewer** folder.

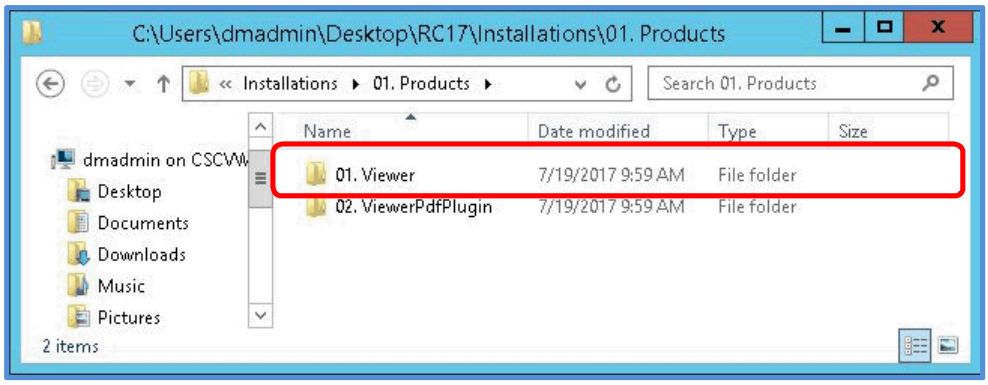


Figure 4-1: TRS Viewer Folder Selected

3. Right-click on the **TRS Viewer 4.0.0000.exe** file, and select "**Run as Administrator**" option. *This opens the Welcome page of the TRS Viewer Setup Wizard.*

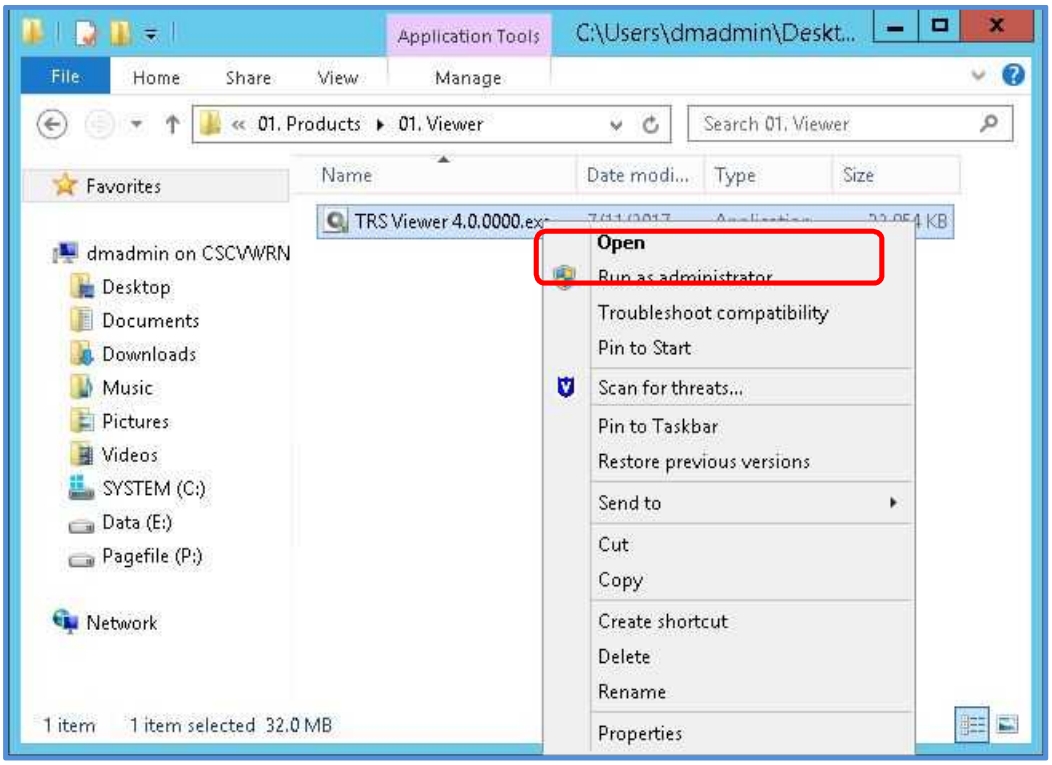


Figure 4-2: TRS Viewer Run as Administrator

4. Click the **Next** button on the TRS Viewer 4.0.0000 Setup page. *The TRS Viewer 4.0.0000 Setup License Agreement page of the wizard will be displayed.*

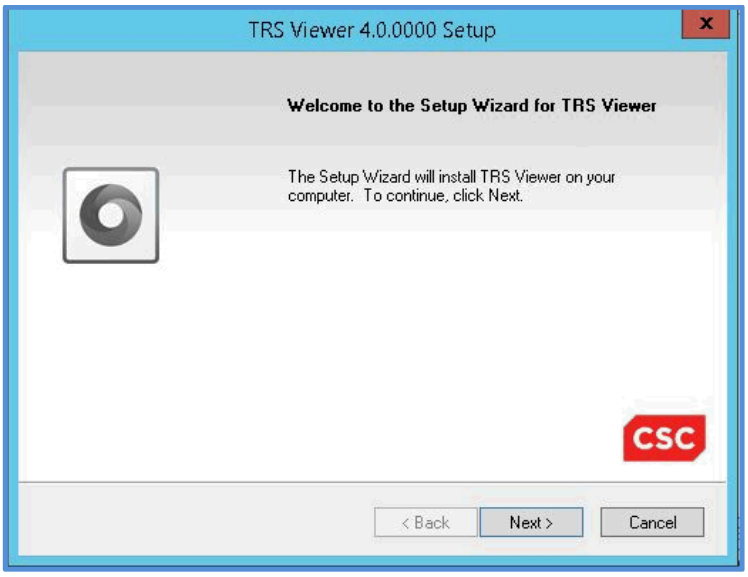


Figure 4-3: TRS Viewer Startup Window

5. Select the **"I accept the terms of the license agreement"** option. Then, click the **Next** button. *The TRS Viewer 4.0.0000 Setup Prerequisites page of the wizard will be displayed.*

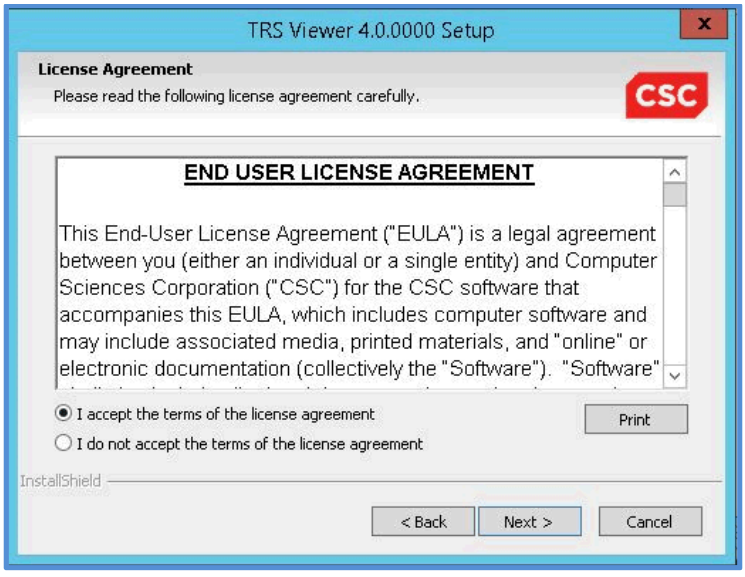


Figure 4-4: TRS Viewer End User License Agreement

6. Select the required TRS Viewer features. Then, select the **Next** button. *The "TRS Viewer Web" option will add TRS Viewer's functionality to the system, and the "TRS Viewer Agents" option adds support for accessing file locations and DMS areas.*

> **Note:** The TRS Viewer Web application and TRS Viewer Job Services can be installed on the same server or on separate servers. If only the TRS Viewer Web application is installed on a server, then the DMS Host Server location must be provided, or TRS Viewer will not be able to connect to the DMS Agent. The TRS Viewer Agents can be installed on multiple servers. Re-run this installation on each server as needed.

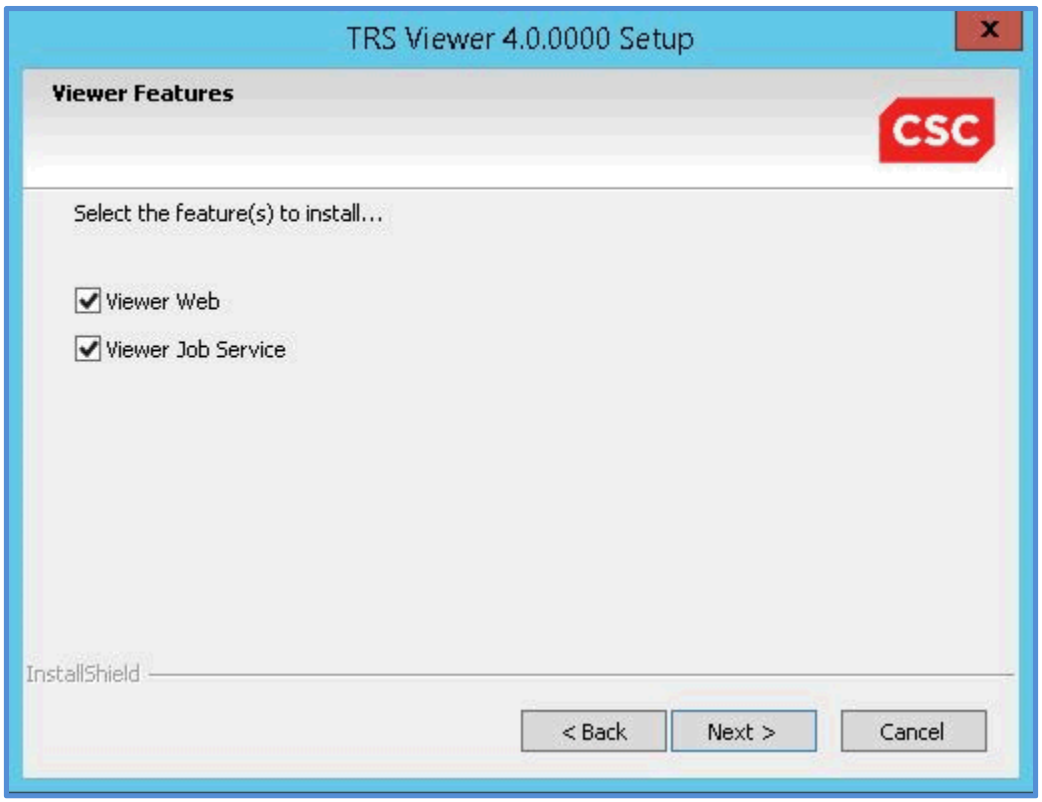


Figure 4-5: TRS Viewer Installation Features

7. To utilize a TRS Viewer license file provided by DXC, select the radio button next to "**Install using License File**" and click on the **Browse** button. A file selection window will open, which will allow you to navigate to the location of the license file and click **OK** button.

   If you are installing a demonstration version of TRS Viewer, select the radio button next to "**Install Demo License**". Then click on **Next** button.

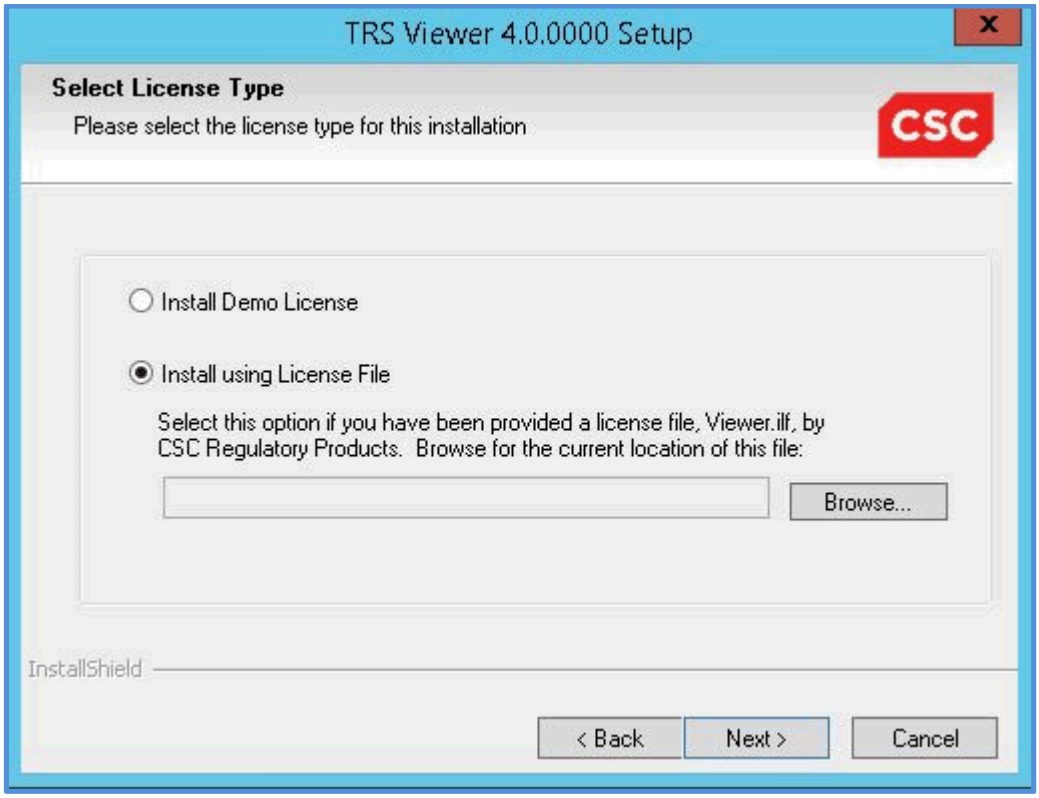


Figure 4-6: TRS Viewer Installation License File

8. The installer will check for prerequisite applications and services. If any of the identified prerequisites are not found, click **Cancel** in the wizard and install each component and then re-launch the installation.

Note: If prerequisites have not been met, the installation process will not proceed.

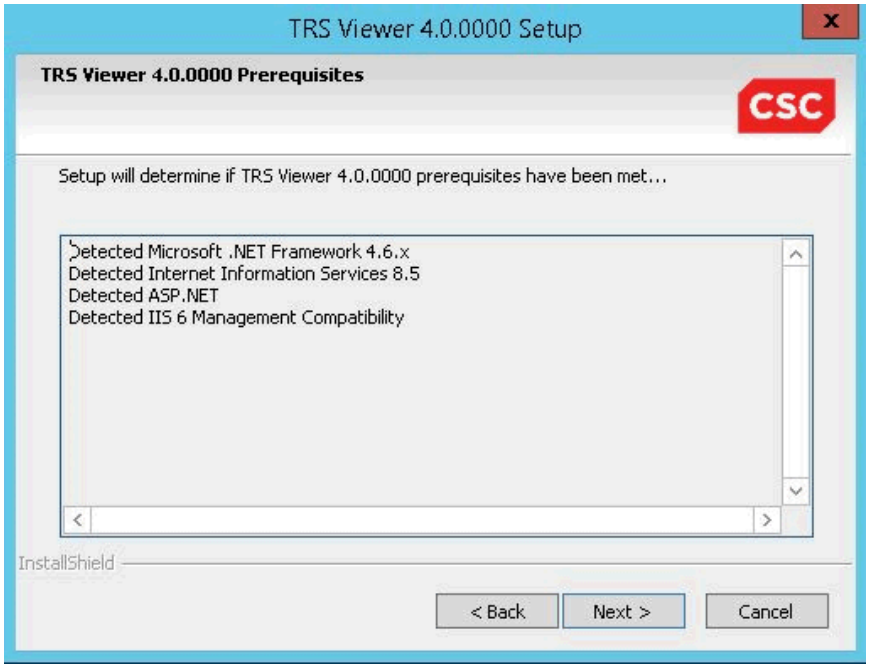


Figure 4-7: TRS Viewer Installation Prerequisites

9. Select **Oracle** or **Microsoft SQL Server** as the database server that will be connected to TRS Viewer. Then, click the **Next** button. *The TRS Viewer Database information window will open.*

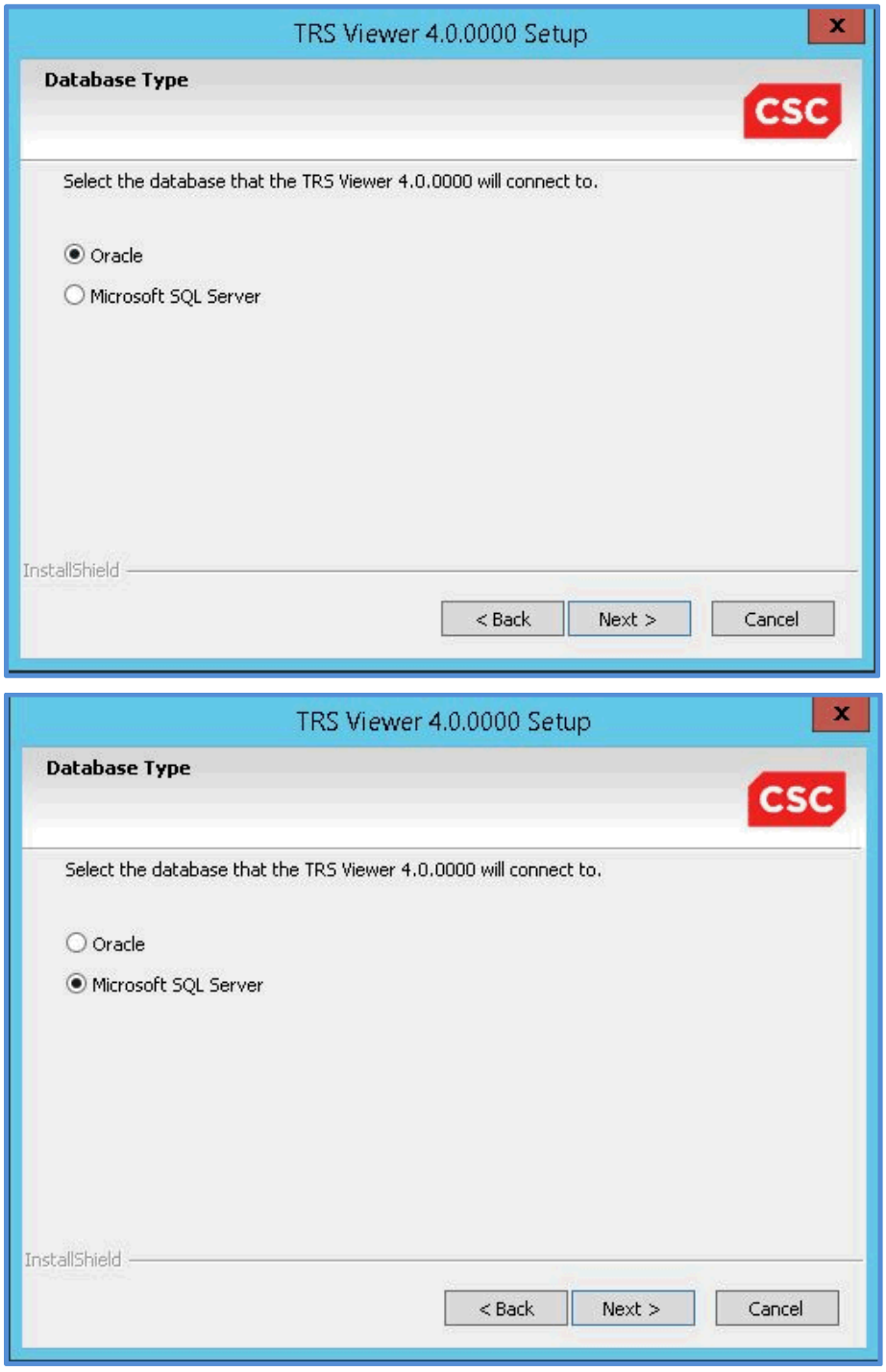


Figure 4-8: TRS Viewer Installation Database Type Selection

10. Enter the database information that was used in the database parameter configuration (**Data Source**, **Schema Name**, and **Password** for Oracle or **Host**, **Catalog**, **SA User**, and **SA Password** for SQL), and then click the **Next** button. *The TRS Viewer 4.0.0000 Install Location window will open. If integrating with an TRS PUBLISHING database, ensure to enter that information in this window.*

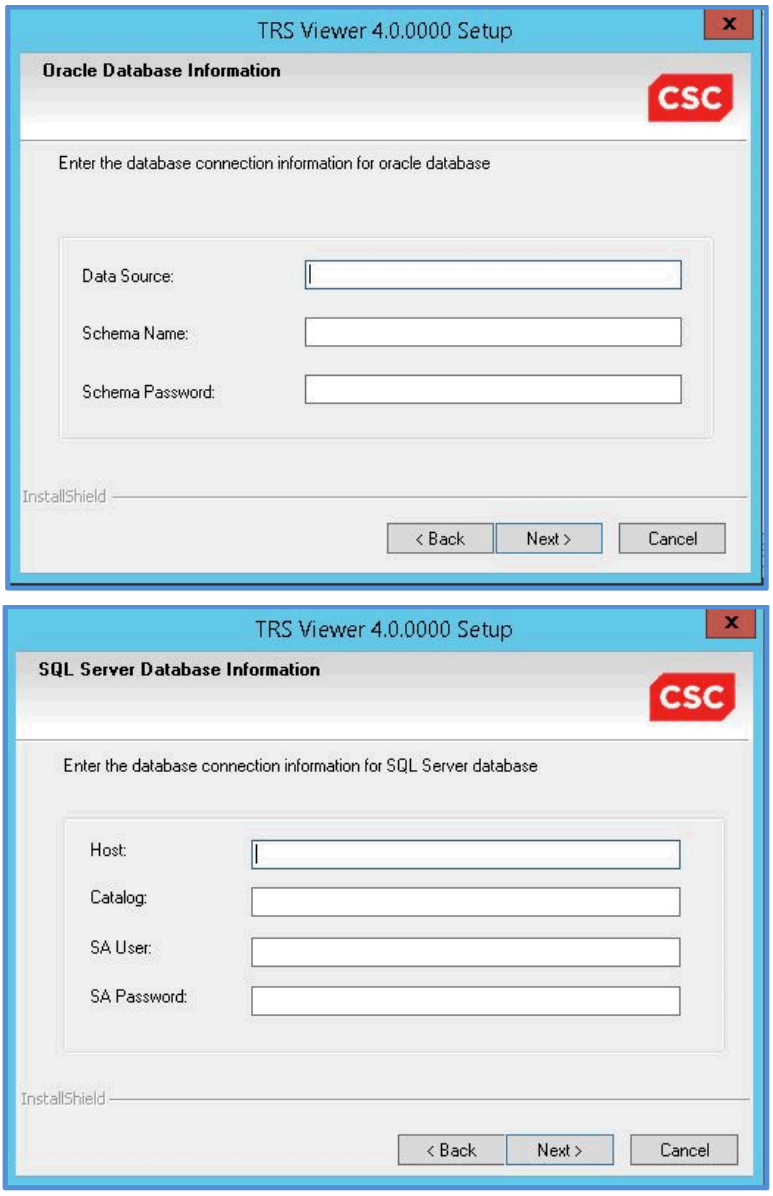


Figure 4-9: TRS Viewer Installation Database Information

11. Update the DMS Service Host information from where the DMS services are running. If the services are running from the same server, no changes are needed here.

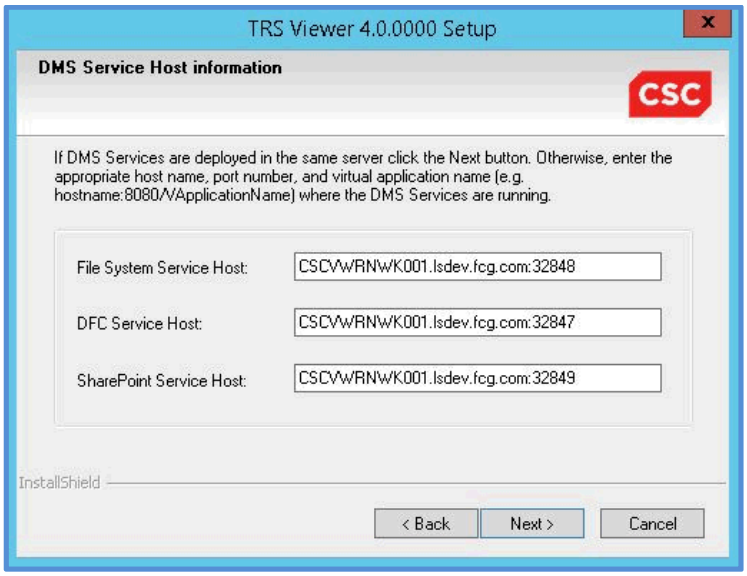


Figure 4-10 DMS Services Host Information Dialog Box

12. The default installation folder is "C:\Program Files (x86)\DXC". If the TRS Viewer installation should be in a different location, click on the **Change** button, navigate to the desired installation folder, and click on **OK** to return to this window. Click on the **Next** button. *The Ready to Install the Program window will be displayed.*

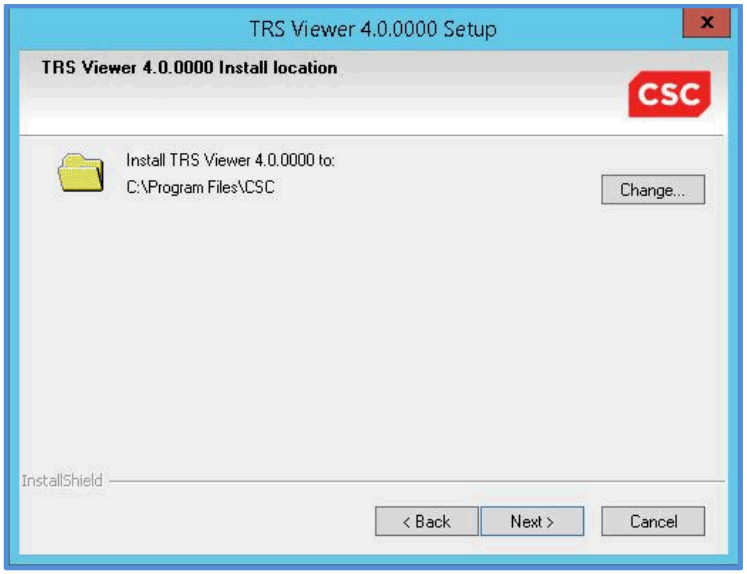


Figure 4-11 TRS Viewer Installation Location

13. Click the **Install** button. The TRS Viewer installation process will begin. *Once completed, the TRS Viewer InstallShield Wizard Complete window will open.*

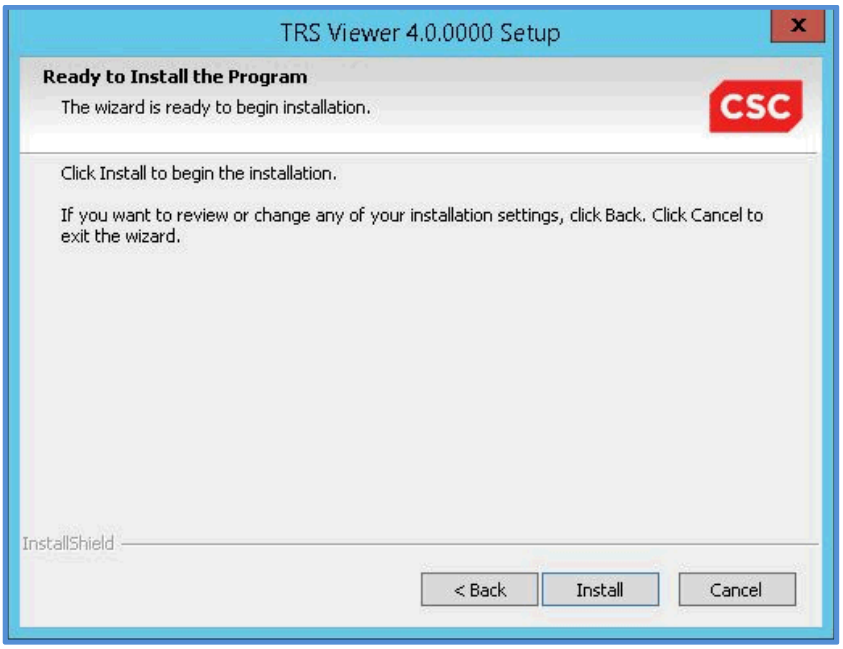


Figure 4-12: TRS Viewer Ready to Install

14. Click the **Finish** button. *The TRS Viewer installation has been completed.*

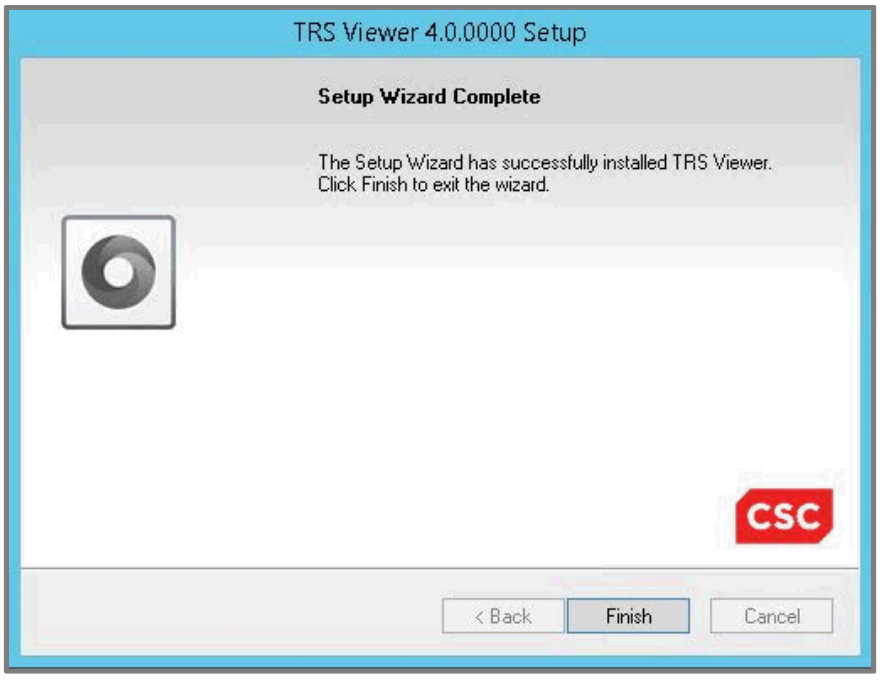


Figure 4-13 InstallShield Wizard Complete Window

4.2 TRS Viewer 4.0.0100 Application Base/Upgrade Installation

Once installed, TRS Viewer will be accessible from an internet web address. The following steps outline the TRS Viewer installation wizard.

1. Locate the TRS Viewer 4.0.0100 folder within the installation package and copy it to the machine where TRS Viewer will be installed. Navigate to the location where the installation package has been placed.
2. Open the **01. TRS Viewer** folder.

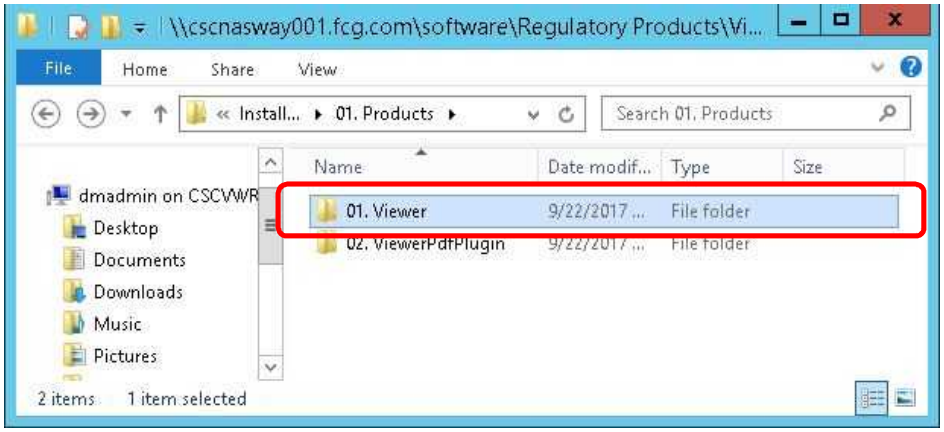


Figure 4-14: TRS Viewer Folder Selected

3. Right-click on the **TRS Viewer 4.0.0100.exe** file, and select "**Run as Administrator**" option. *This opens the Welcome page of the TRS Viewer Setup Wizard.*

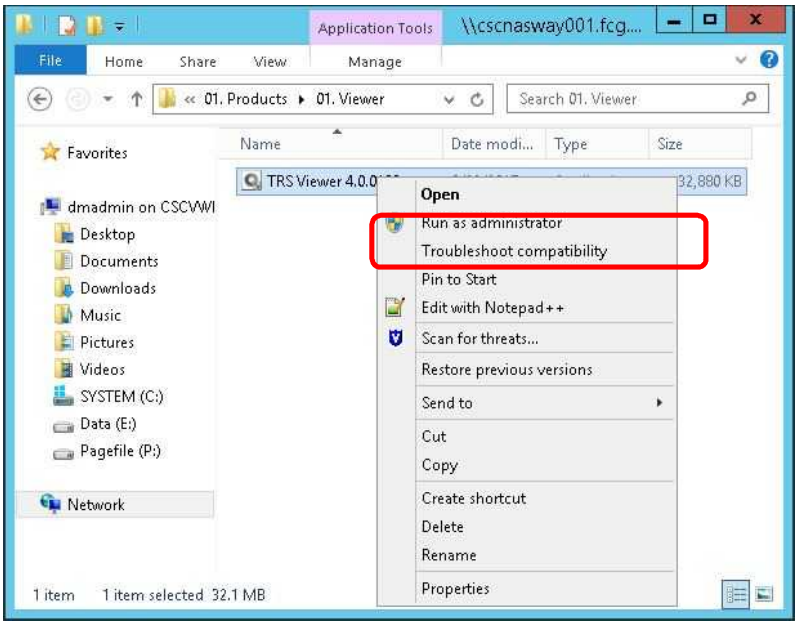


Figure 4-15: TRS Viewer Run as Administrator

4. Click the **Next** button on the TRS Viewer 4.0.0100 Setup page. *The TRS Viewer 4.0.0100 Setup License Agreement page of the wizard will be displayed.*

Figure 4-16: TRS Viewer Startup Window

5. Select the **"I accept the terms of the license agreement"** option. Then, click the **Next** button. *The TRS Viewer 4.0.0100 Setup Prerequisites page of the wizard will be displayed.*

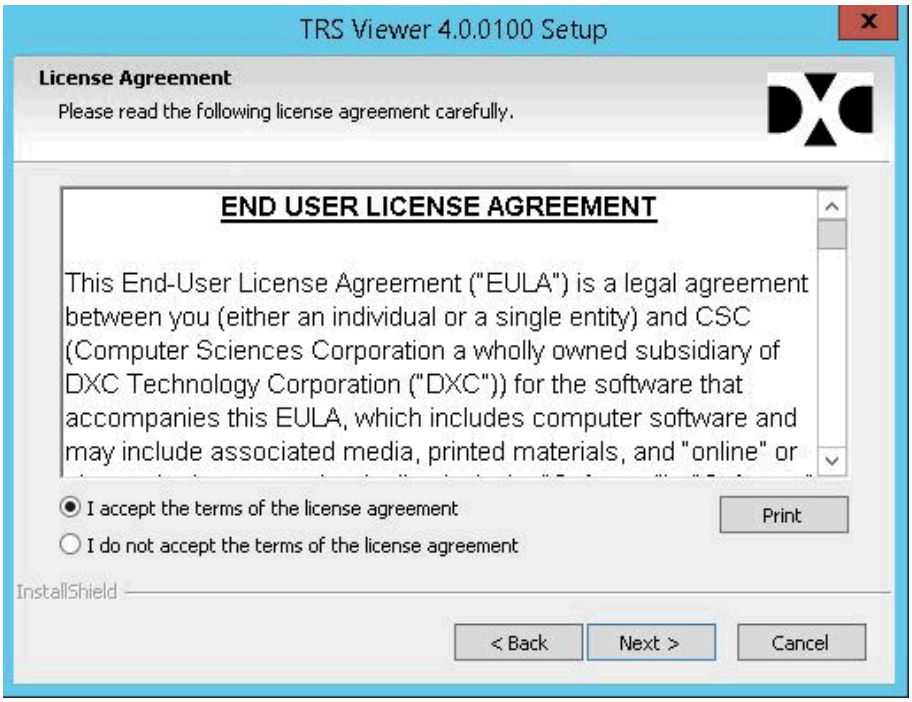


Figure 4-17: TRS Viewer End User License Agreement

6. Select the required TRS Viewer features. Then, select the **Next** button. *The "TRS Viewer Web" option will add TRS Viewer's functionality to the system, and the "TRS Viewer Agents" option adds support for accessing file locations and DMS areas.*

Note: The TRS Viewer Web application and TRS Viewer Job Service can be installed on the same server or on separate servers. If only the TRS Viewer Web application is installed on a server, then the DMS Host Server location must be provided, or TRS Viewer will not be able to connect to the DMS.

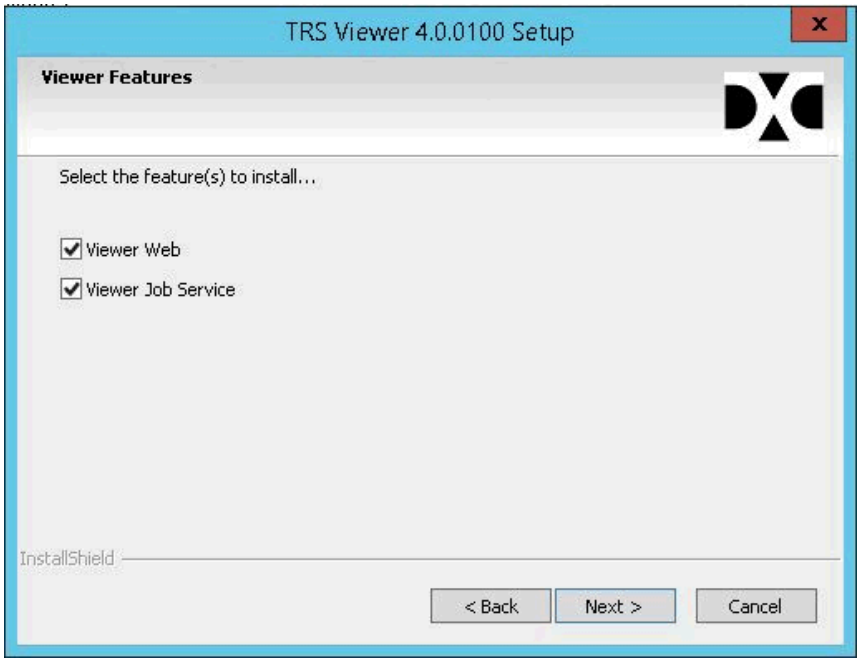


Figure 4-18: TRS Viewer Installation Features

7. To utilize a TRS Viewer license file provided by DXC, select the radio button next to "**Install using License File**" and click on the **Browse** button. A file selection window will open, which will allow you to navigate to the location of the license file and click **OK** button.

   If you are installing a demonstration version of TRS Viewer, select the radio button next to "**Install Demo License**". Then click on **Next** button.

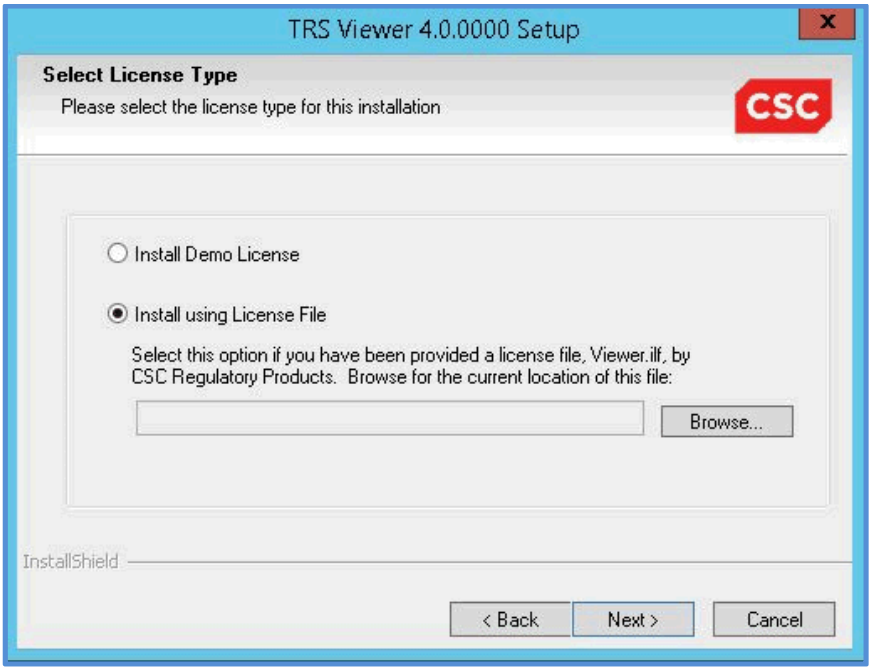


Figure 4-19: TRS Viewer Installation License File

8. The installer will check for prerequisite applications and services. If any of the identified prerequisites are not found, click **Cancel** in the wizard and install each component and then re-launch the installation.

Note: If prerequisites have not been met, the installation process will not proceed.

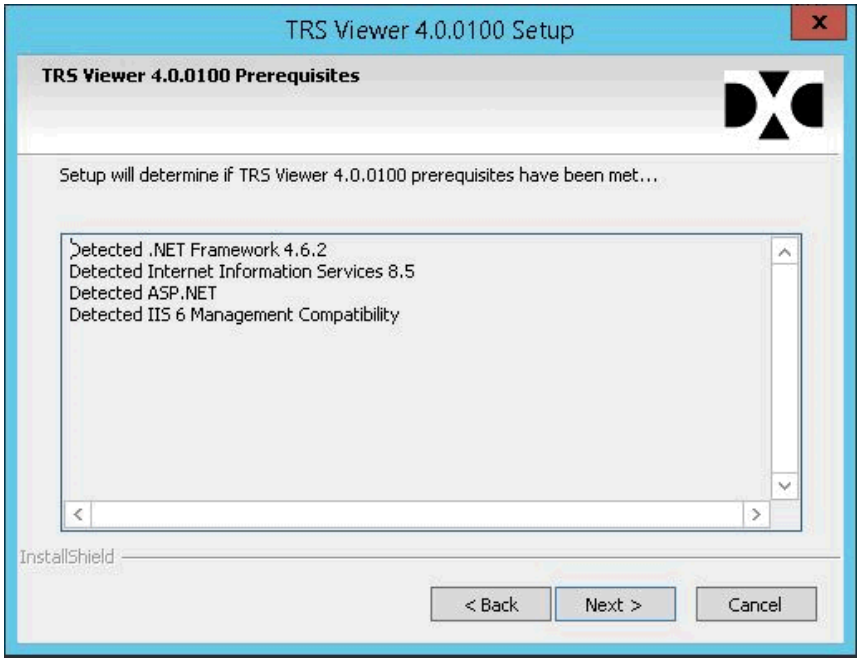


Figure 4-20: TRS Viewer Installation Prerequisites

9. Select **Oracle** or **Microsoft SQL Server** as the database server that will be connected to TRS Viewer. Then, click the **Next** button. *The TRS Viewer Database information window will open.*

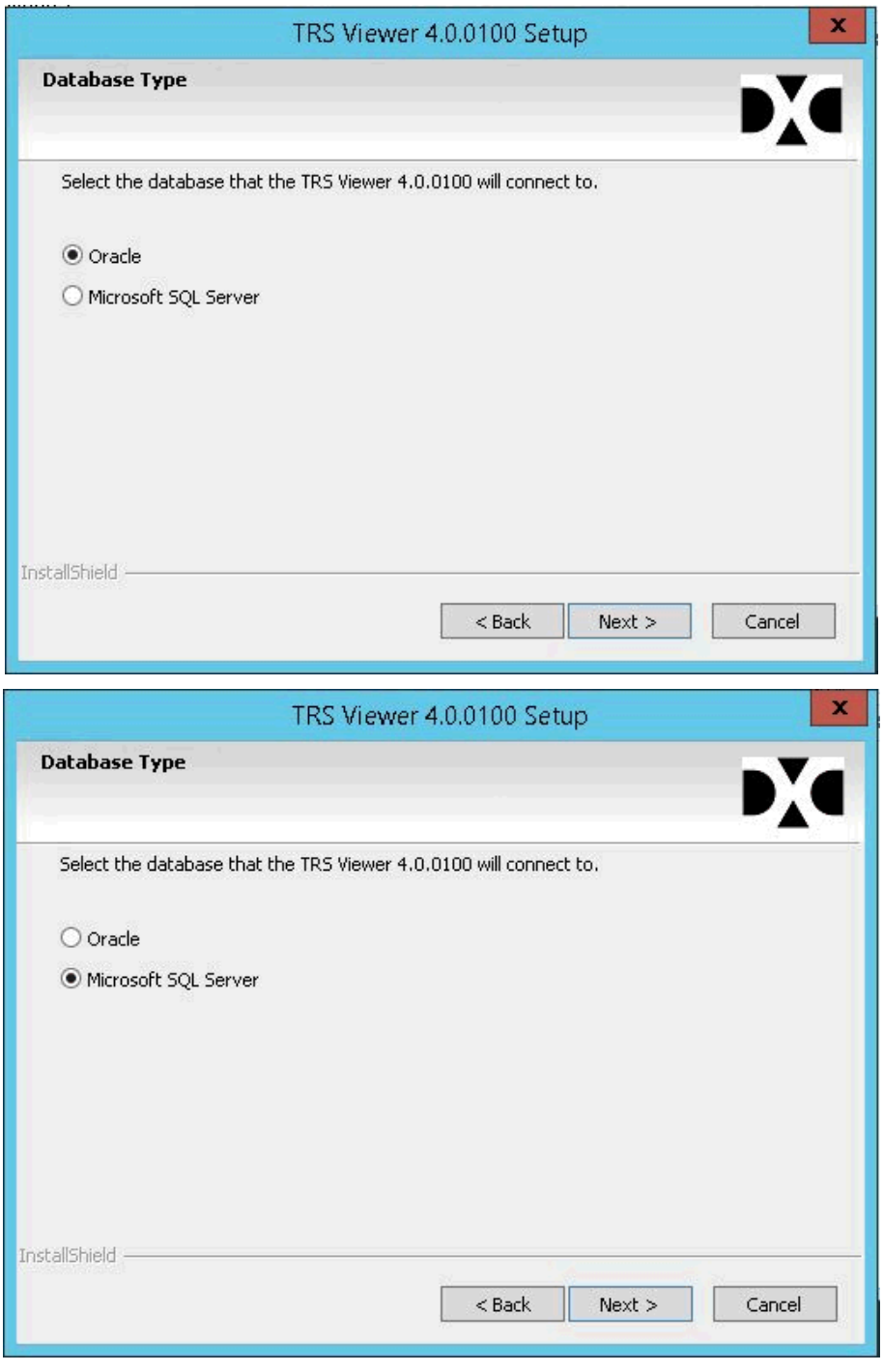
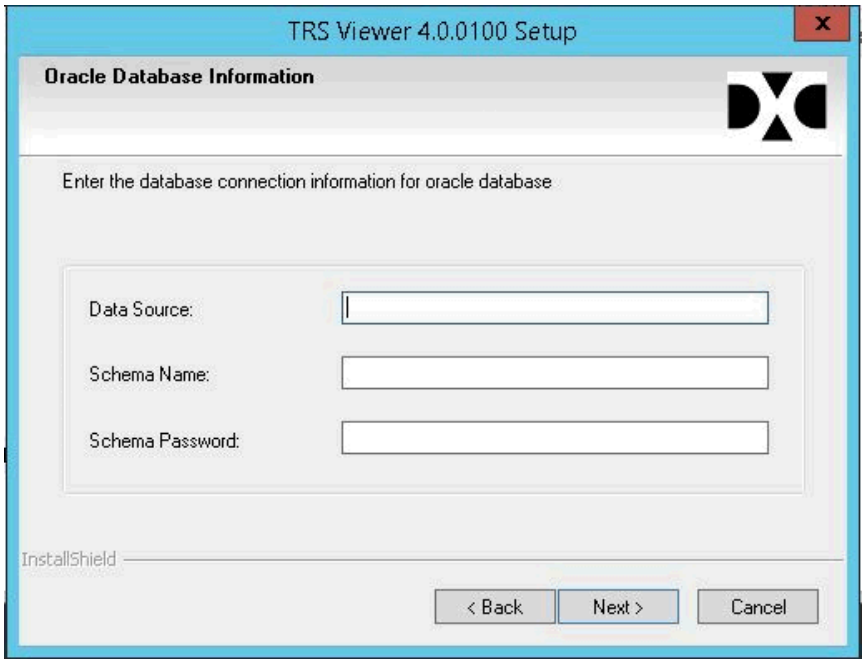


Figure 4-21: TRS Viewer Installation Database Type Selection

10. Enter the database information that was used in the database parameter configuration (**Data Source**, **Schema Name**, and **Password** for Oracle or **Host**, **Catalog**, **SA User**, and **SA Password** for SQL), and then click the **Next** button. *The TRS Viewer 4.0.0000 Install Location window will open. If integrating with an TRS PUBLISHING database, ensure to enter that information in this window.*



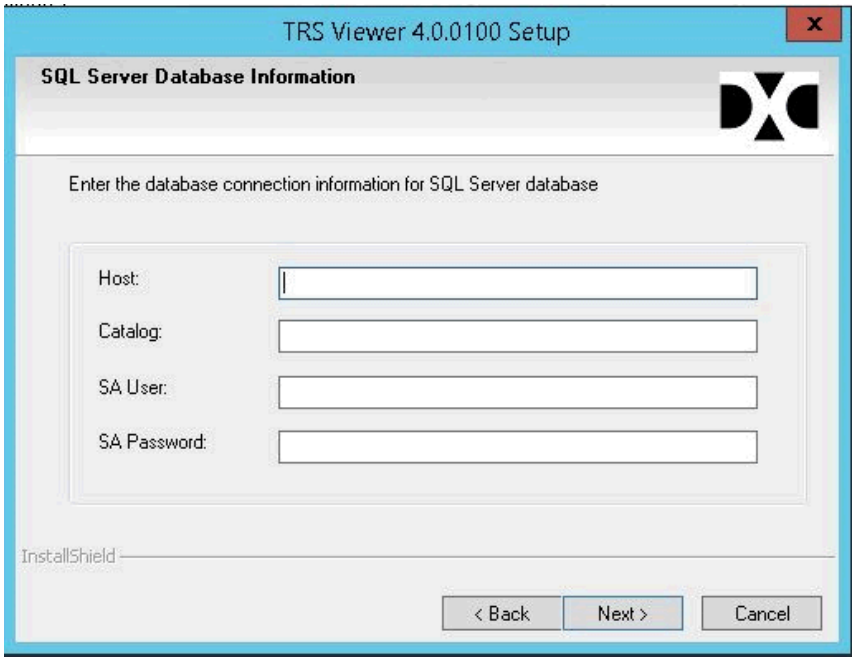


Figure 4-22: TRS Viewer Installation Database Information

11. Update the DMS Service Host information from where the DMS services are running. If the services are running from the same server, no changes are needed here.

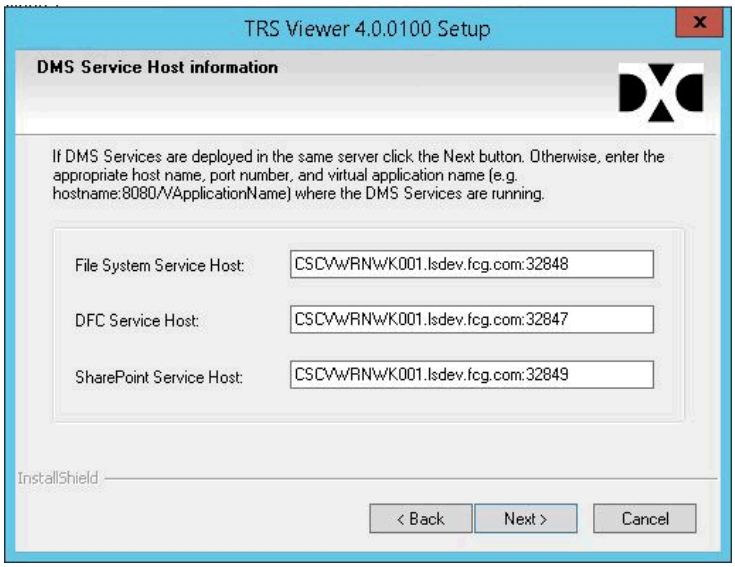


Figure 4-23: DMS Services Host Information Dialog Box

12. The default installation folder is "C:\Program Files (x86)\DXC". If the TRS Viewer installation should be in a different location, click on the **Change** button, navigate to the desired installation folder, and click on **OK** to return to this window. Click on the **Next** button. *The Ready to Install the Program window will be displayed.*

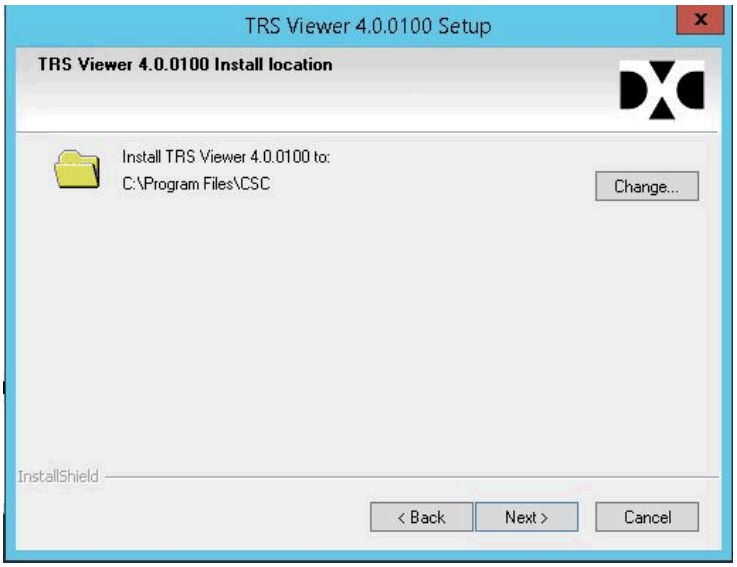


Figure 4-24 TRS Viewer Installation Location

13. Click the **Install** button. The TRS Viewer installation process will begin. *Once completed, the TRS Viewer InstallShield Wizard Complete window will open.*

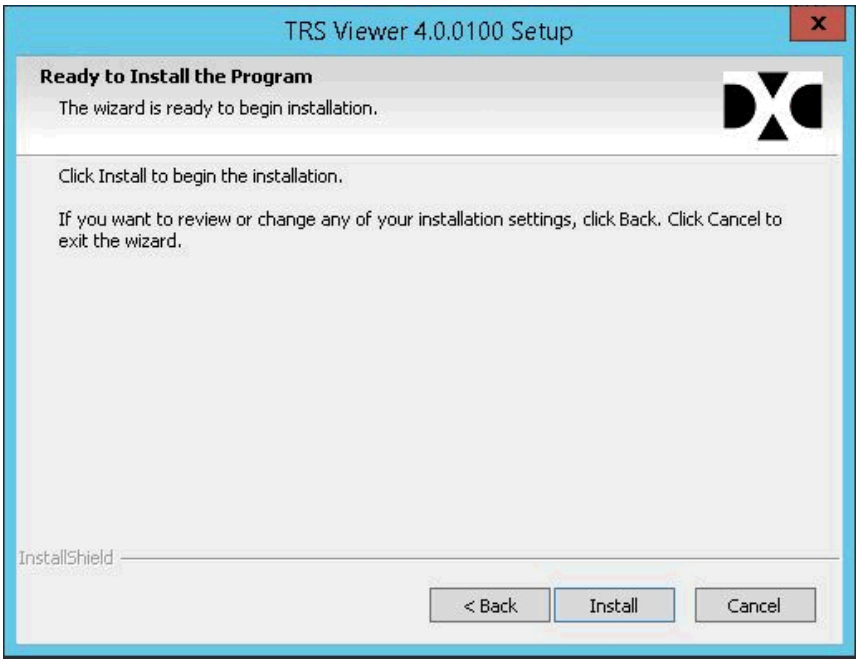


Figure 4-25: TRS Viewer Ready to Install

14. Click the **Finish** button. *The TRS Viewer installation has been completed.*

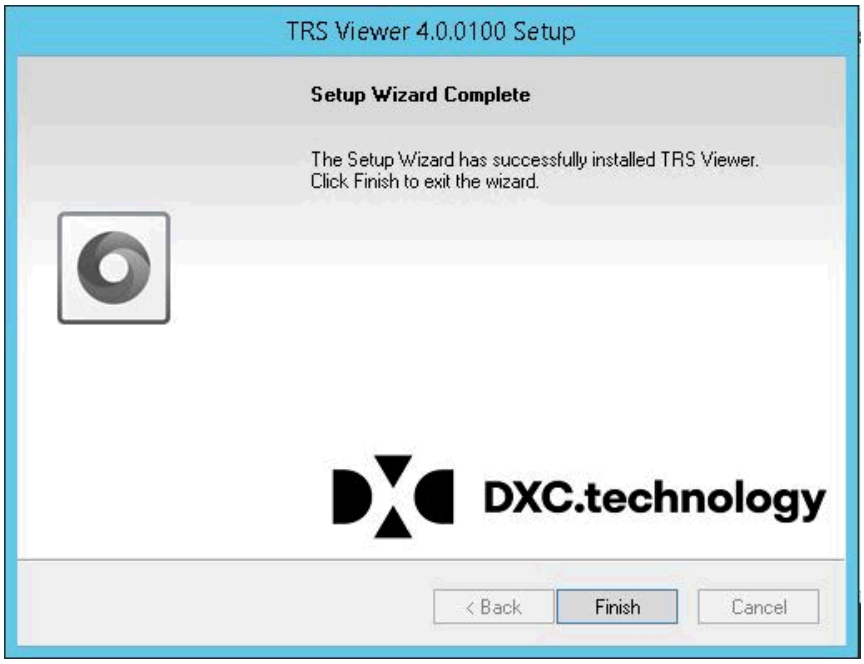


Figure 4-26 InstallShield Wizard Complete Window

4.3 TRS Viewer 4.0.0200 Application Base/Upgrade Installation

Once installed, TRS Viewer will be accessible from an internet web address. The following steps outline the TRS Viewer installation wizard.

1. Locate the TRS Viewer 4.0.0200 folder within the installation package and copy it to the machine where TRS Viewer will be installed. Navigate to the location where the installation package has been placed.
2. Open the **01. TRS Viewer** folder.

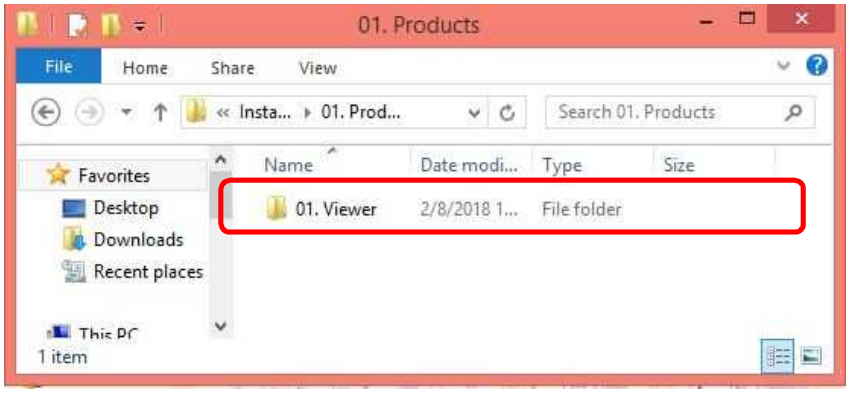


Figure 4-27: TRS Viewer Folder Selected

3. Right-click on the **TRS Viewer 4.0.0200.exe** file, and select "**Run as Administrator**" option. *This opens the Welcome page of the TRS Viewer Setup Wizard.*

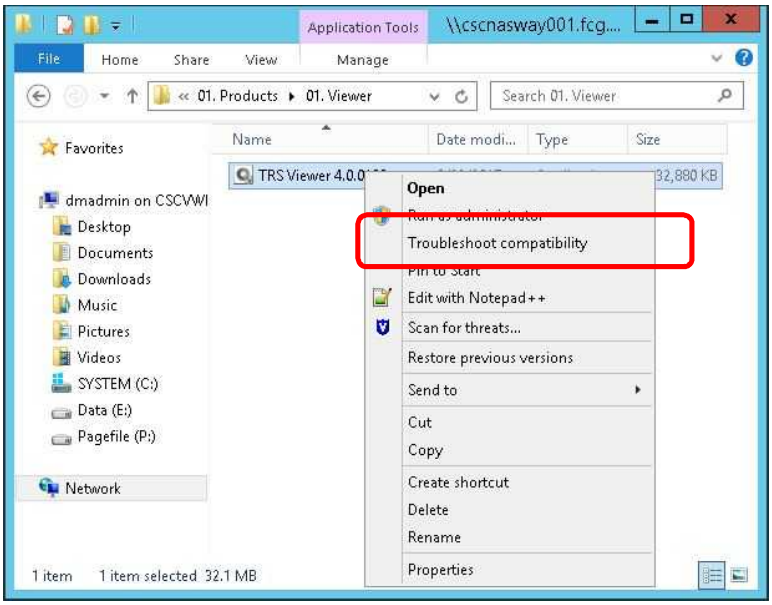


Figure 4-28: TRS Viewer Run as Administrator

4. Click the **Next** button on the TRS Viewer 4.0.0200 Setup page. *The TRS Viewer 4.0.0200 Setup License Agreement page of the wizard will be displayed.*

Figure 4-29: TRS Viewer Startup Window

5. Select the **"I accept the terms of the license agreement"** option. Then, click the **Next** button. *The TRS Viewer 4.0.0200 Setup Prerequisites page of the wizard will be displayed.*

Figure 4-30: TRS Viewer End User License Agreement

6. Select the required TRS Viewer features. Then, select the **Next** button. *The "TRS Viewer Web" option will add TRS Viewer's functionality to the system, and the "TRS Viewer Agents" option adds support for accessing file locations and DMS areas.*

Note: The TRS Viewer Web application and TRS Viewer Job Service can be installed on the same server or on separate servers. If only the TRS Viewer Web application is installed on a server, then the DMS Host Server location must be provided, or TRS Viewer will not be able to connect to the DMS.

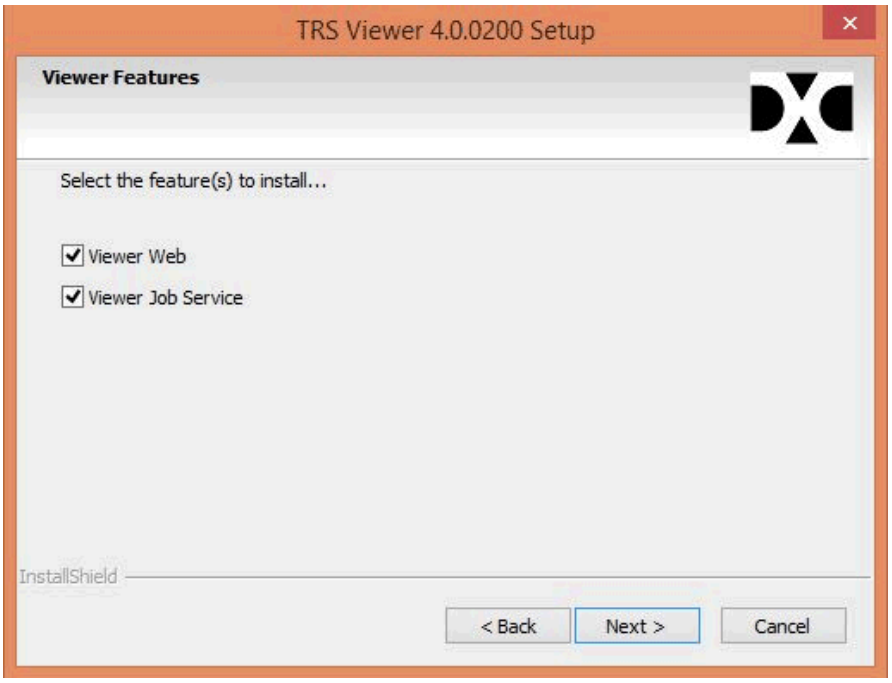


Figure 4-31: TRS Viewer Installation Features

Note: The Viewer Features dialog box will appear only if you are installing Viewer 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

7. To utilize a TRS Viewer license file provided by DXC, select the radio button next to "**Install using License File**" and click on the **Browse** button. A file selection window will open, which will allow you to navigate to the location of the license file and click **OK** button.

   If you are installing a demonstration version of TRS Viewer, select the radio button next to "**Install Demo License**". Then click on **Next** button.

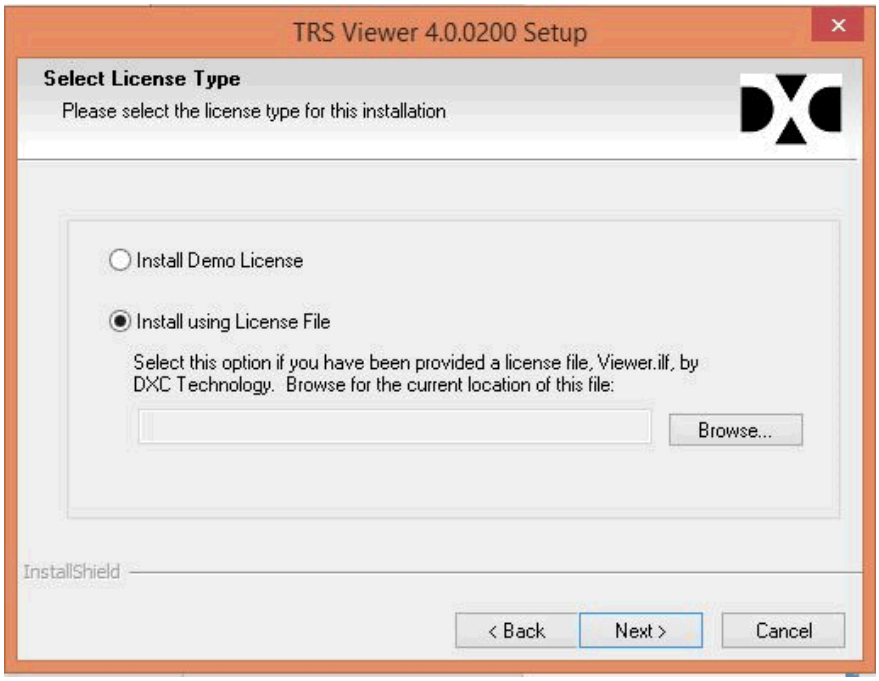


Figure 4-32: TRS Viewer Installation License File

Note: The Select License Type dialog box will appear only if you are installing Viewer 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

8. The installer will check for prerequisite applications and services. If any of the identified prerequisites are not found, click **Cancel** in the wizard and install each component and then re-launch the installation.

Note: If prerequisites have not been met, the installation process will not proceed.

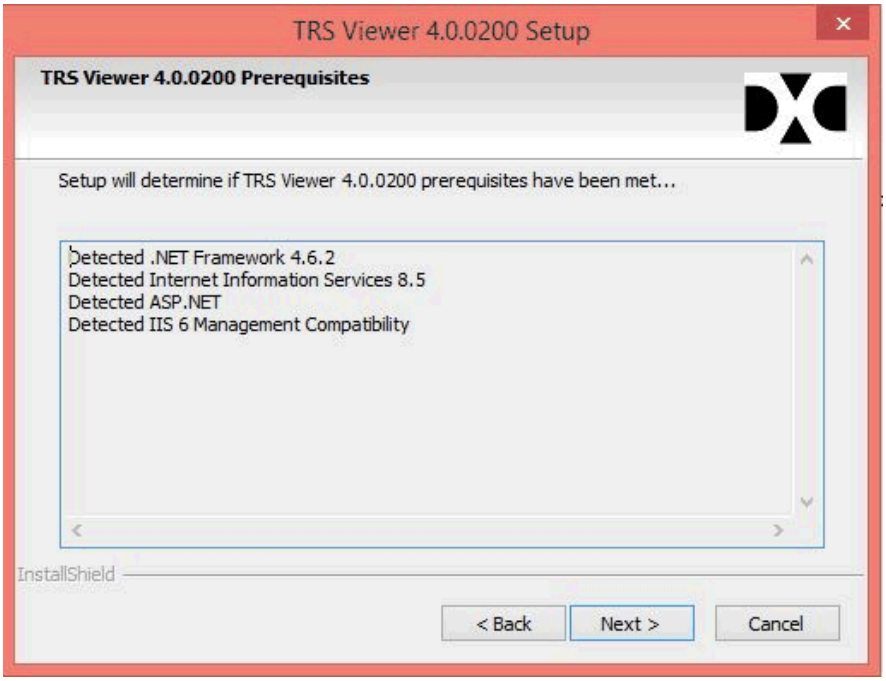


Figure 4-33: TRS Viewer Installation Prerequisites

Note: The TRS Viewer 4.0.0200 Prerequisites dialog box will appear only if you are installing Viewer 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

9. Select **Oracle** or **Microsoft SQL Server** as the database server that will be connected to TRS Viewer. Then, click the **Next** button. *The TRS Viewer Database information window will open.*

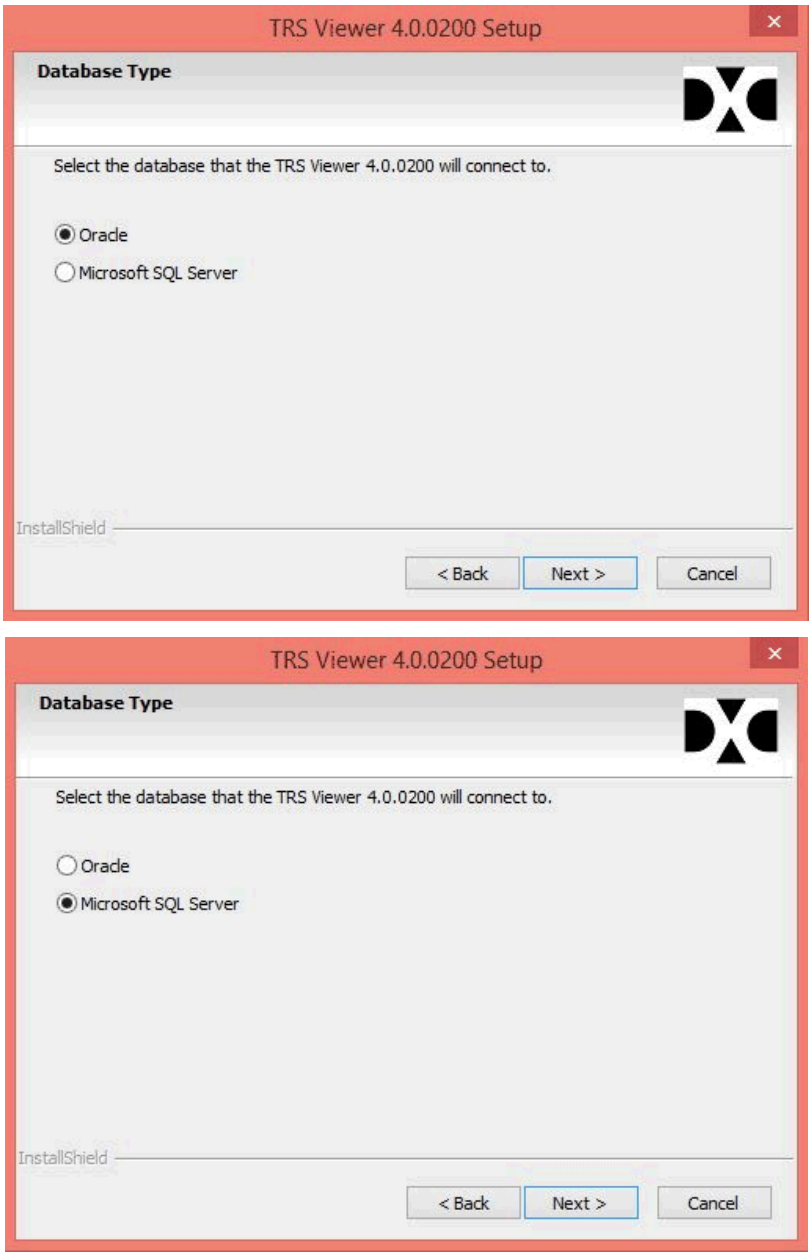
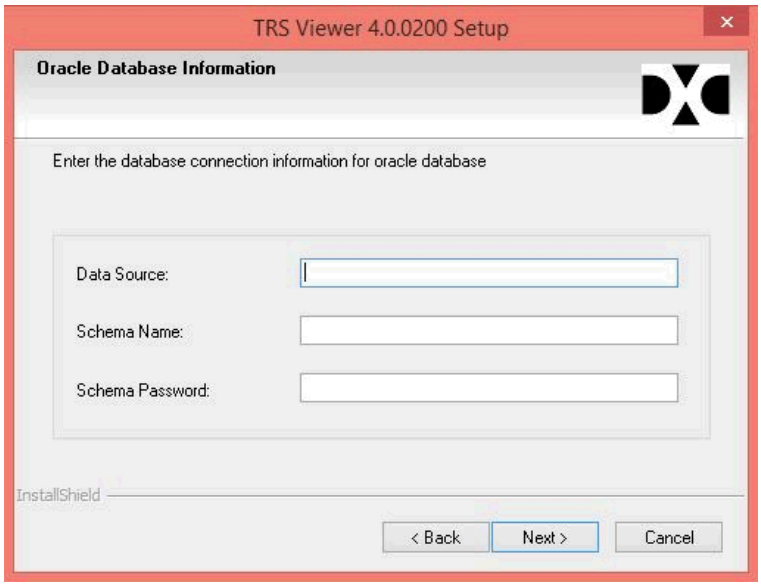


Figure 4-34: TRS Viewer Installation Database Type Selection

Note: The Database Type dialog box will appear only if you are installing Viewer 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

10. Enter the database information that was used in the database parameter configuration (**Data Source**, **Schema Name**, and **Password** for Oracle or **Host**, **Catalog**, **SA User**, and **SA Password** for SQL), and then click the **Next** button. *The TRS Viewer 4.0.0000 Install Location window will open. If integrating with an TRS PUBLISHING database, ensure to enter that information in this window.*



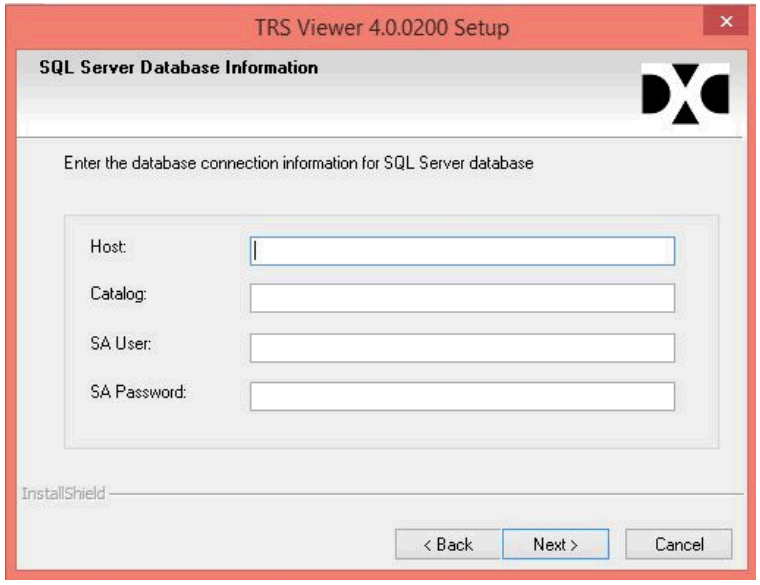


Figure 4-35: TRS Viewer Installation Database Information

Note: The Oracle/SQL Database Information dialog box will appear only if you are installing Viewer 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

11. Update the DMS Service Host information from where the DMS services are running. If the services are running from the same server, no changes are needed here.

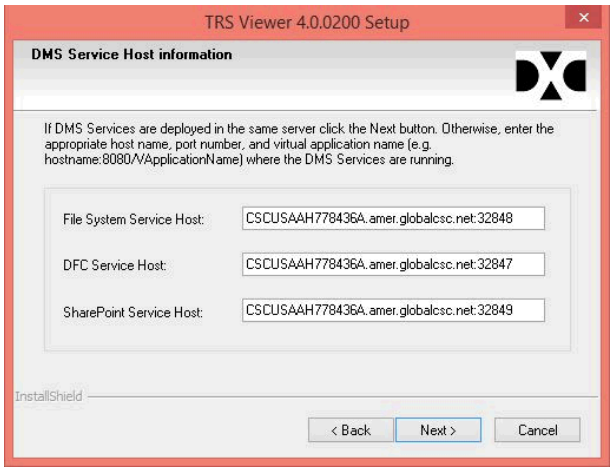


Figure 4-36: DMS Services Host Information Dialog Box

Note: The DMS Service Host Information dialog box will appear only if you are installing Viewer 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

12. The default installation folder is "C:\Program Files (x86)\DXC". If the TRS Viewer installation should be in a different location, click on the **Change** button, navigate to the desired installation folder, and click on **OK** to return to this window. Click on the **Next** button. *The Ready to Install the Program window will be displayed.*

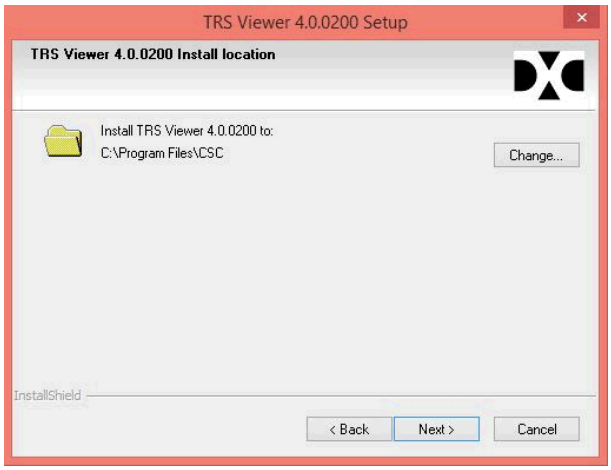


Figure 4-37 TRS Viewer Installation Location

Note: The Viewer Install Location dialog box will appear only if you are installing Viewer 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

13. Click the **Install** button. The TRS Viewer installation process will begin. *Once completed, the TRS Viewer InstallShield Wizard Complete window will open.*

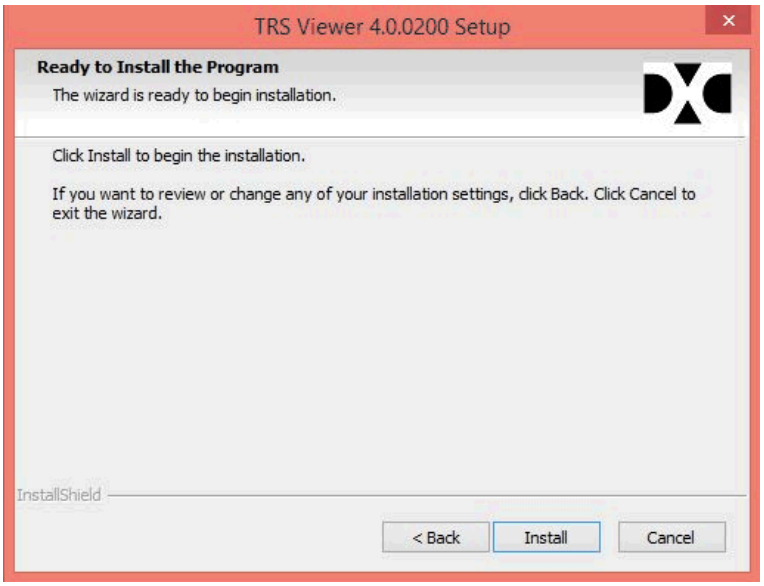


Figure 4-38: TRS Viewer Ready to Install

14. Click the **Finish** button. *The TRS Viewer installation has been completed.*

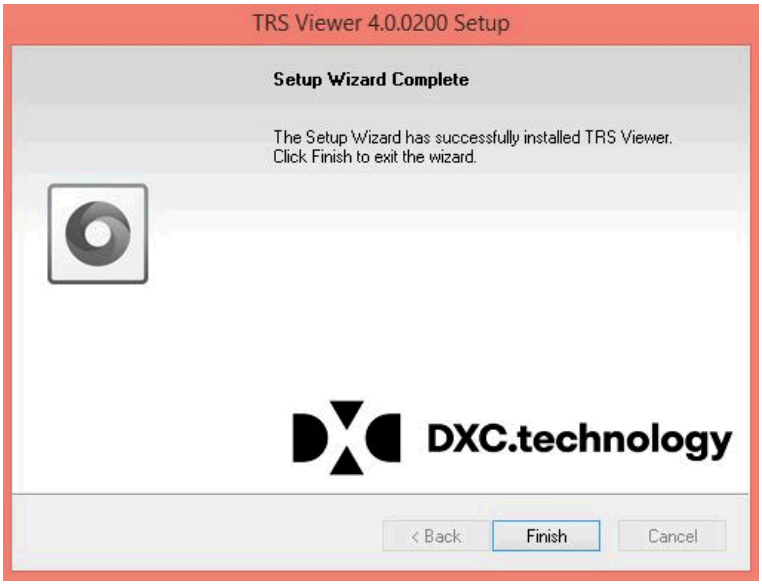


Figure 4-39 InstallShield Wizard Complete Window

15. Check to ensure the agents are running. To do this, right-click on the **Taskbar**, select the **Start Task Manager** option. *The Window Task manager will open.* Click the **Processes** tab. The Windows Task Manager will display all of the processes that are running on the machine.
16. Ensure the CSC.TRS.Viewer.Job.Service is listed in Windows Task Manager.

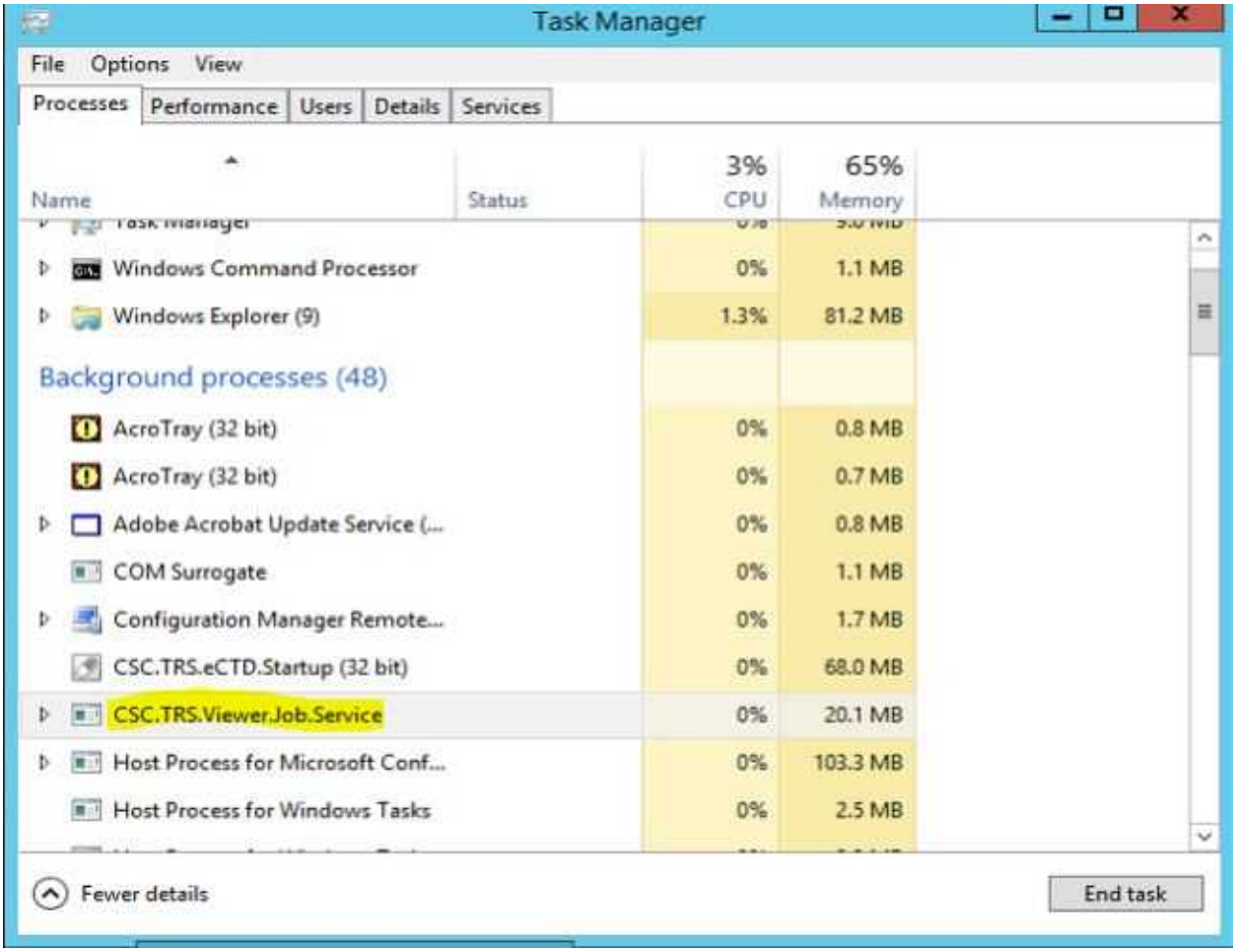


Figure 4-40: Task Manager Displaying the Job Service

Note: To setup TRS Viewer access for users, please refer to the TRS Viewer Administration Guide.

4.4 TRS Viewer 4.0.0300 Application Base/Upgrade Installation

Note: TRS Viewer 4.0.0300 will provide two installation packages as below:

- China Version 1.0 package to work with TRS Publishing 4.0.0300 English version.
- Multi-Language package to work with TRS Publishing 4.0.0300 Multi-Language version.

Based on the TRS Publishing version installed, a user can install the appropriate Viewer package. The steps to install these packages are same as listed below.

Once installed, TRS Viewer will be accessible from an internet web address. The following steps outline the TRS Viewer installation wizard.

1. Locate the TRS Viewer 4.0.0300 folder within the installation package and copy it to the machine where TRS Viewer will be installed. Navigate to the location where the installation package has been placed.
2. Open the **01. Viewer** folder.

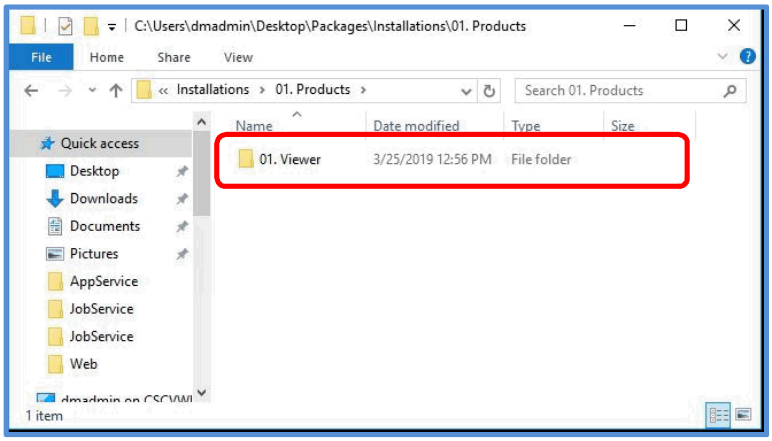


Figure 4-41: TRS Viewer Folder Selected

3. Right-click on the **TRS Viewer 4.0.0300.exe** file, and select "**Run as Administrator**" option. *This opens the Welcome page of the TRS Viewer Setup Wizard.*

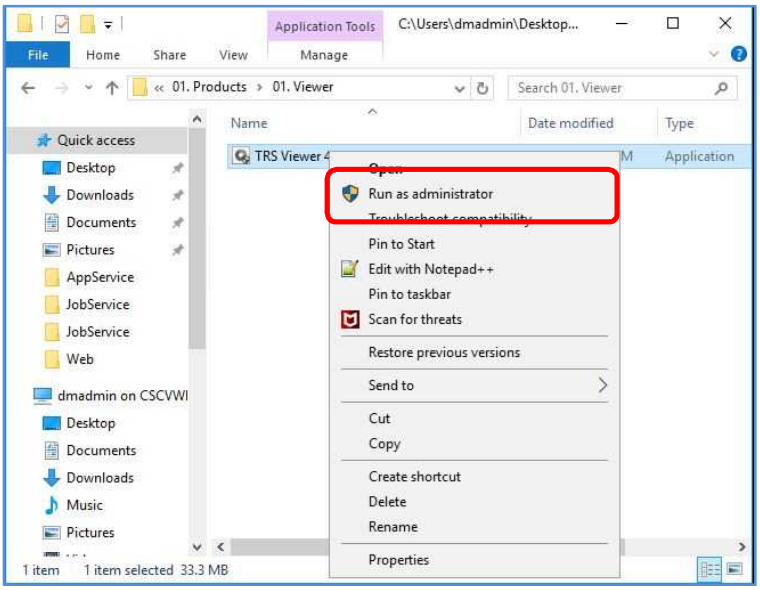


Figure 4-42: TRS Viewer Run as Administrator

4. Click the **Next** button on the TRS Viewer 4.0.0300 Setup page. *The TRS Viewer 4.0.0300 Setup License Agreement page of the wizard will be displayed.*

Figure 4-43: TRS Viewer Startup Window

5. Select the **"I accept the terms of the license agreement"** option. Then, click the **Next** button. *The TRS Viewer 4.0.0300 Setup Prerequisites page of the wizard will be displayed.*

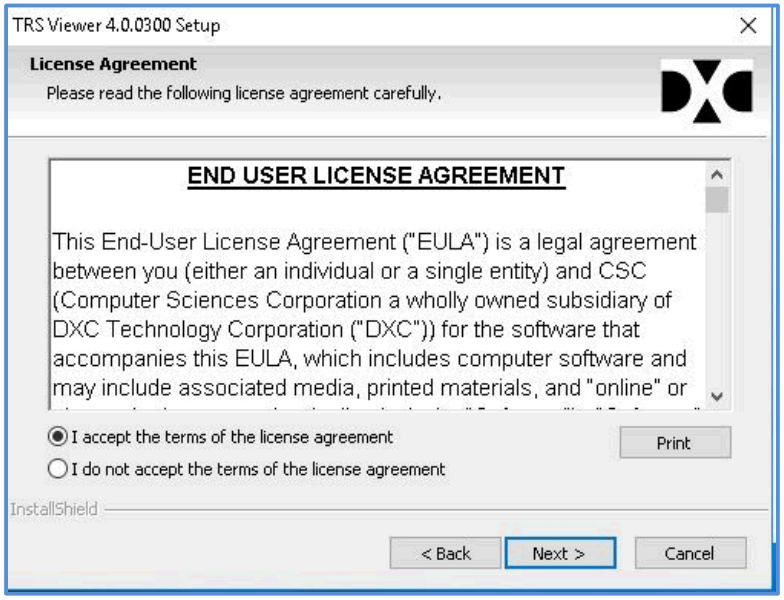


Figure 4-44: TRS Viewer End User License Agreement

6. Select the required TRS Viewer features. Then, select the **Next** button. *The "TRS Viewer Web" option will add TRS Viewer's functionality to the system, and the "TRS Viewer Agents" option adds support for accessing file locations and DMS areas.*

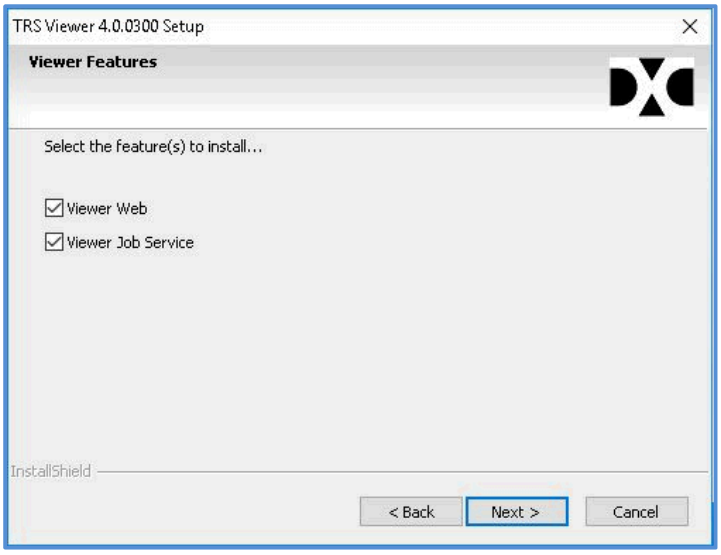


Figure 4-45: TRS Viewer Installation Features

7. To utilize a TRS Viewer license file provided by DXC, select the radio button next to "**Install using License File**" and click on the **Browse** button. A file selection window will open, which will allow you to navigate to the location of the license file and click **OK** button.
If you are installing a demonstration version of TRS Viewer, select the radio button next to "**Install Demo License**". Then click on **Next** button.

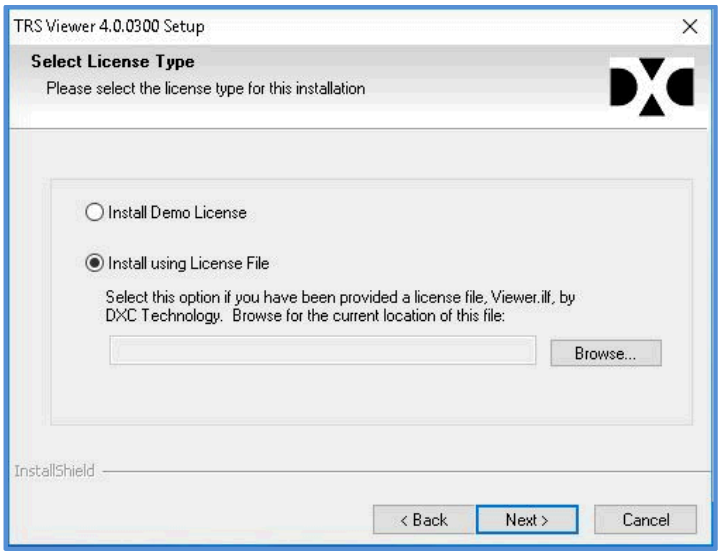


Figure 4-46: TRS Viewer Installation License File

8. The installer will check for prerequisite applications and services. If any of the identified prerequisites are not found, click **Cancel** in the wizard and install each component and then re-launch the installation.

Note: If prerequisites have not been met, the installation process will not proceed.

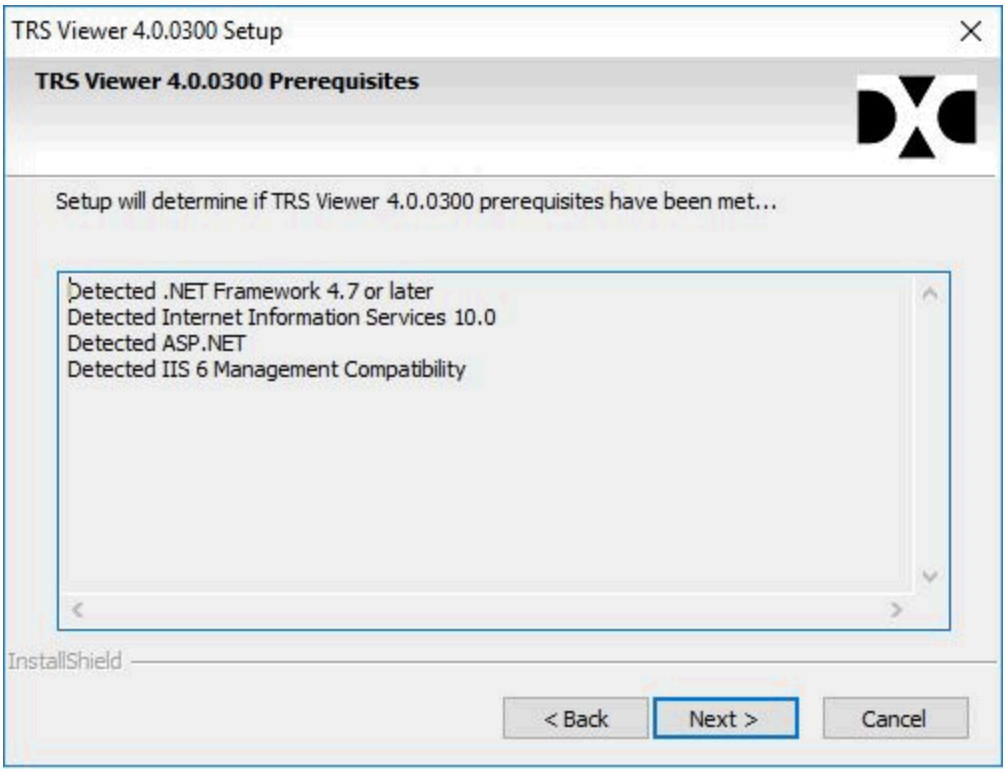


Figure 4-47: TRS Viewer Installation Prerequisites

9. Select **Oracle** or **Microsoft SQL Server** as the database server that will be connected to TRS Viewer. Then, click the **Next** button. *The TRS Viewer Database information window will open.*

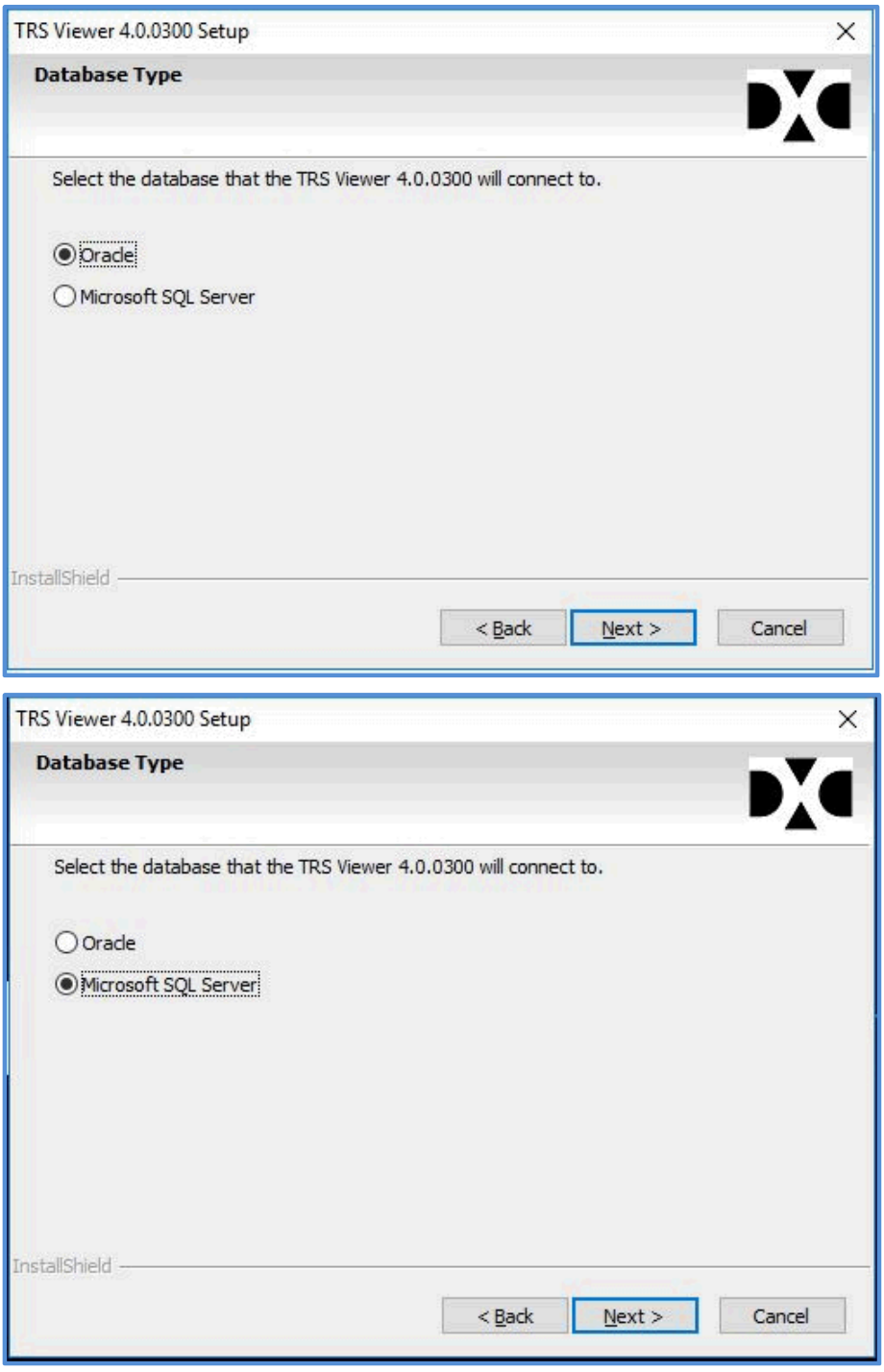
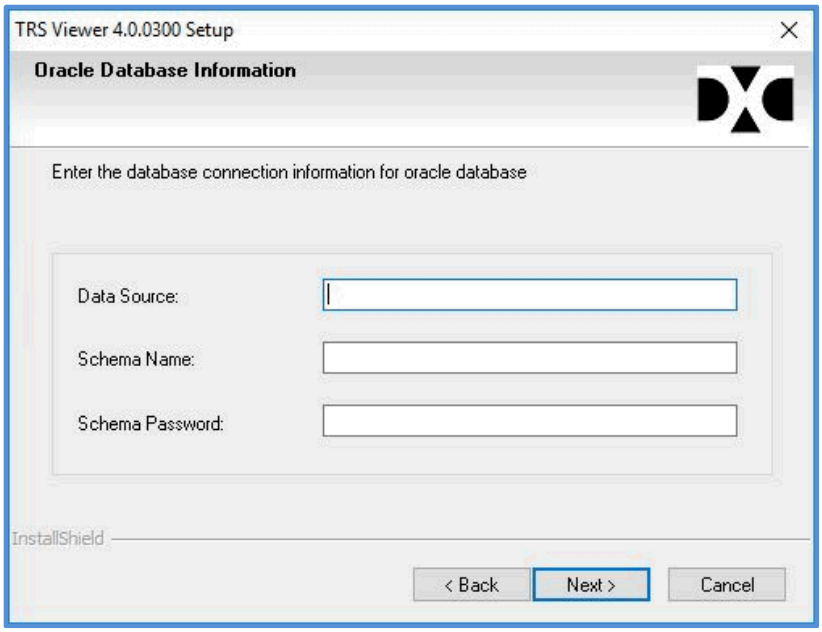


Figure 4-48: TRS Viewer Installation Database Type Selection

10. Enter the database information that was used in the database parameter configuration (**Data Source**, **Schema Name**, and **Password** for Oracle or **Host**, **Catalog**, **SA User**, and **SA Password** for SQL), and then click the **Next** button. *The TRS Viewer 4.0.0300 Install Location window will open. If integrating with an TRS PUBLISHING database, ensure to enter that information in this window.*



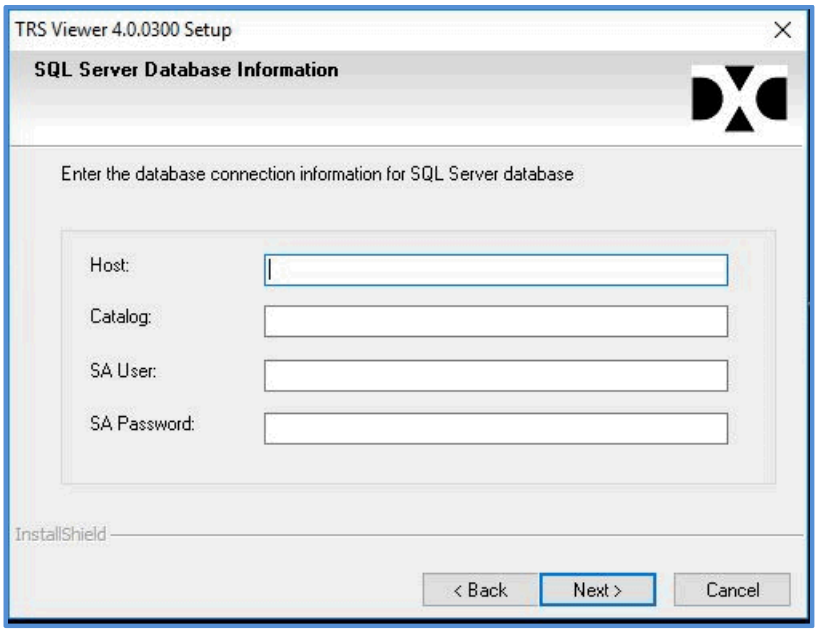


Figure 4-49: TRS Viewer Installation Database Information

11. Update the DMS Service Host information from where the DMS services are running. If the services are running from the same server, no changes are needed here.

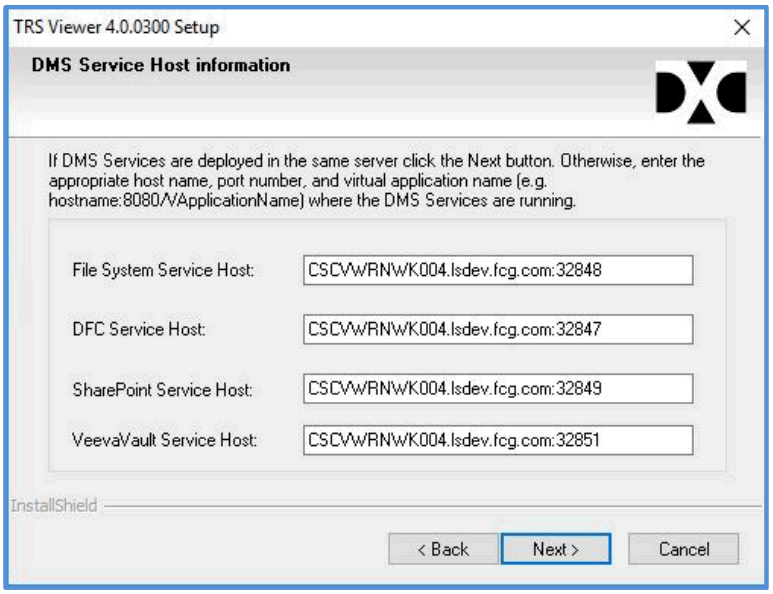


Figure 4-50: DMS Services Host Information Dialog Box

12. The default installation folder is "C:\Program Files (x86)\DXC". If the TRS Viewer installation should be in a different location, click on the **Change** button, navigate to the desired installation folder, and click on **OK** to return to this window. Click on the **Next** button. *The Ready to Install the Program window will be displayed.*

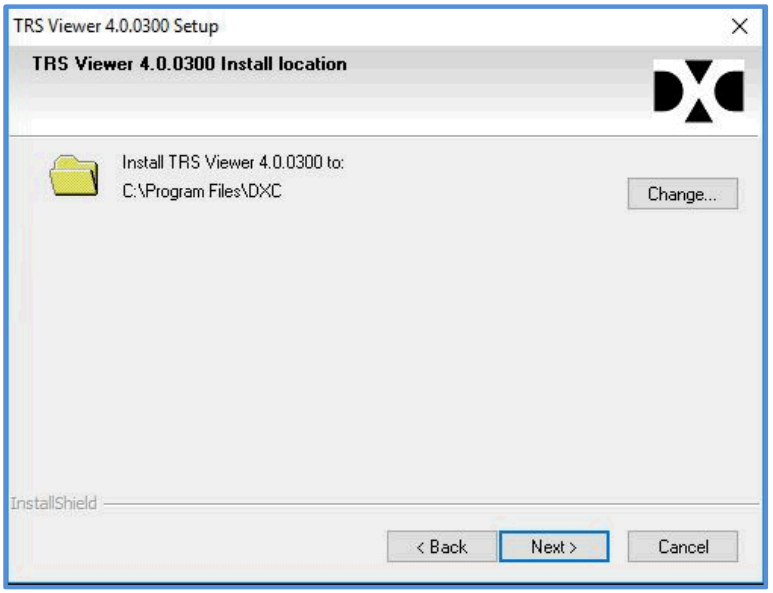


Figure 4-51 TRS Viewer Installation Location

13. Click the **Install** button. The TRS Viewer installation process will begin. *Once completed, the TRS Viewer InstallShield Wizard Complete window will open.*

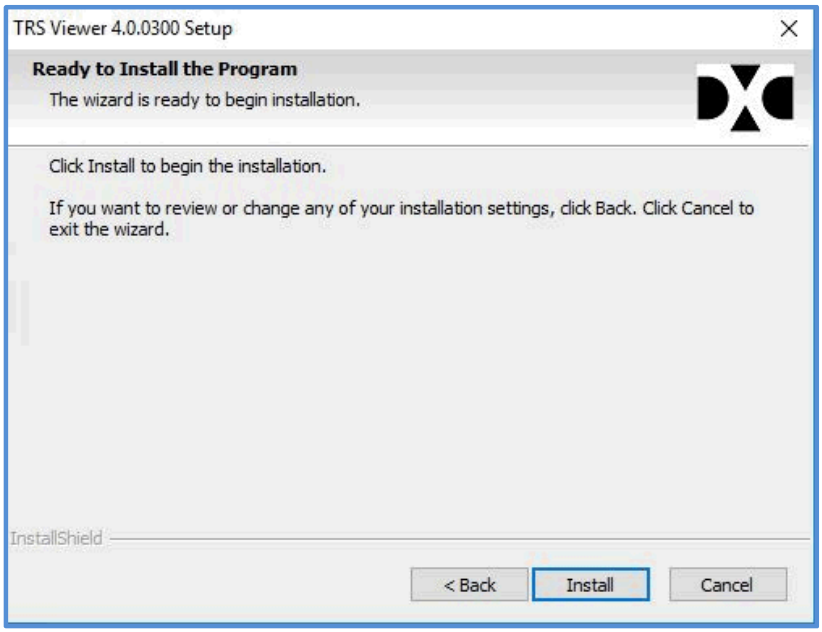


Figure 4-52: TRS Viewer Ready to Install

14. Click the **Finish** button. *The TRS Viewer installation has been completed.*

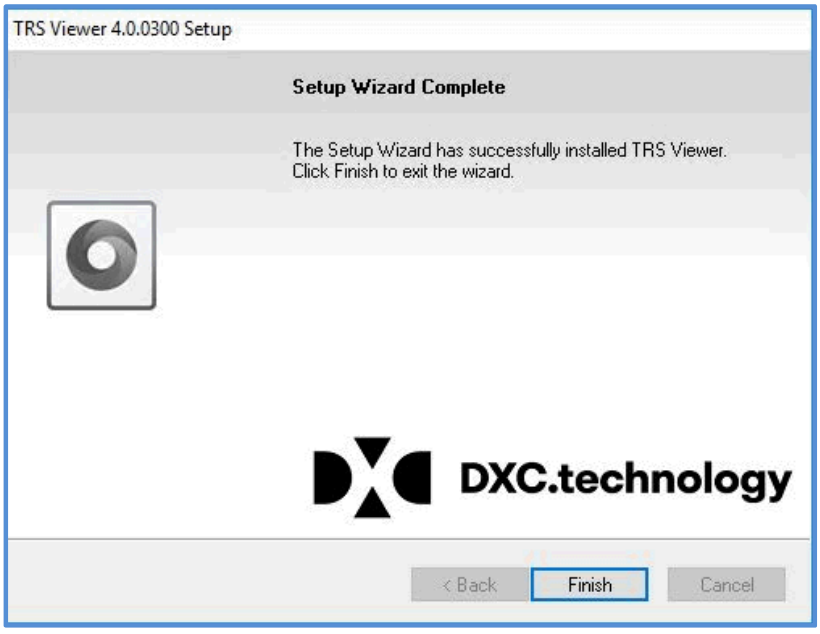


Figure 4-53 InstallShield Wizard Complete Window

15. Check to ensure the agents are running. To do this, right-click on the **Taskbar**, select the **Start Task Manager** option. *The Window Task manager will open.* Click the **Processes** tab. The Windows Task Manager will display all of the processes that are running on the machine.
16. Ensure the CSC.TRS.Viewer.Job.Service is listed in Windows Task Manager.

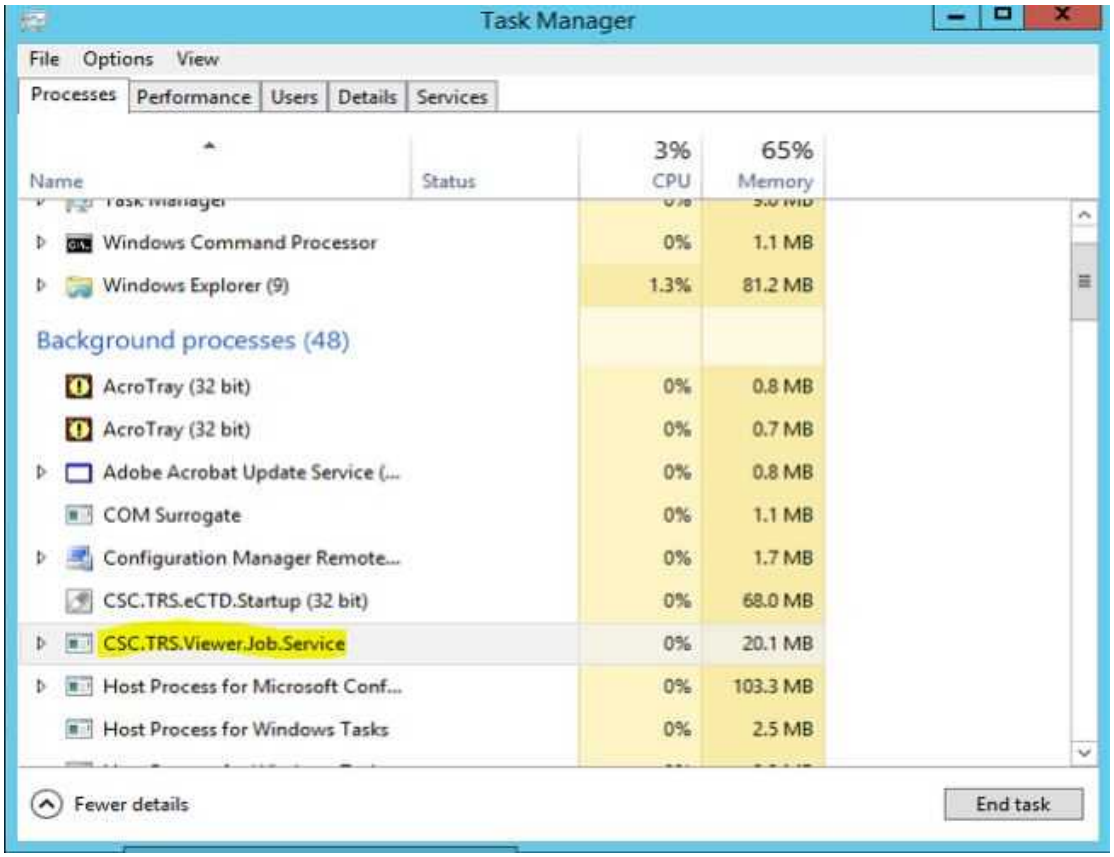


Figure 4-54: Task Manager Displaying the Job Service

Note: To setup TRS Viewer access for users, please refer to the TRS Viewer Administration Guide.

5.0 PDF Plugin Installation

PDF Plugin can be installed on either a 32 or 64-bit machine. Please see the Software Requirements Document (SRD) document for requirements and prerequisites. Also, complete the database installation sections prior to installing TRS Viewer to help to ensure the TRS Viewer installation will be successful.

Once installed, PDF Plugin will be accessible on TRS Viewer from an internet web address. The following steps outline the PDF Plugin installation wizard.

Note: TRS Viewer Plugin supports IE11, and it will not support Browser Edge, Chrome and Firefox.

5.1 PDF Plugin 4.0.0000 Base Application Installation

This section provides instructions for installing the TRS Viewer Acrobat Plug in 4.0.0000.

1. Navigate to the location where the installation package has been placed. Open the **02. TRS ViewerPDFPlugin** folder.

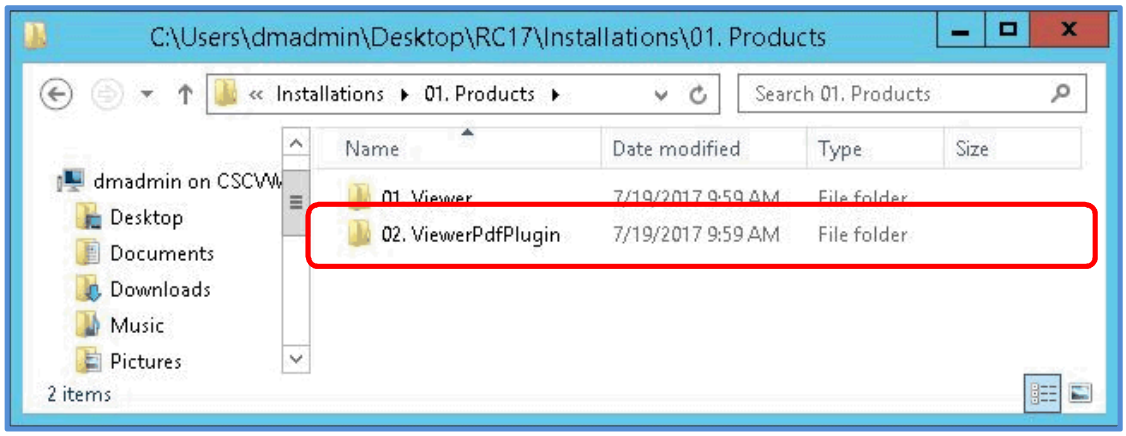


Figure 5-1: TRS ViewerPDFPlugin Folder Selected

2. Right-click the **TRS ViewerPDFPlugIn4.0.0000.exe** file and select the **Run as administrator** option. *This opens the Welcome page of the TRS Viewer PDF Plugin Setup Wizard.*

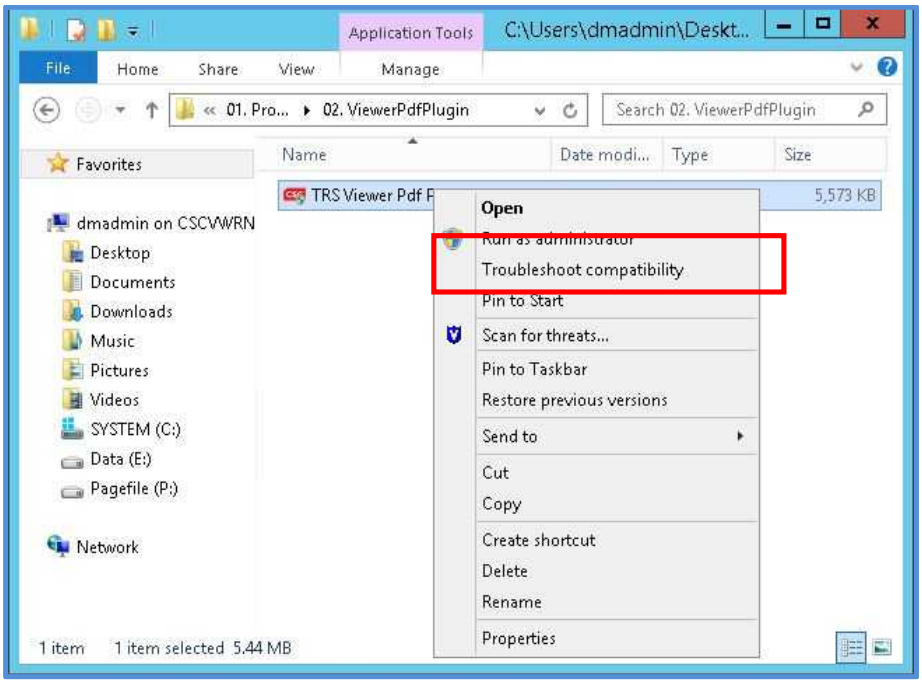


Figure 5-2: TRS ViewerPDFPlugin – Run as Admin

3. Click the **Next** button on the Welcome page. *The License Agreement page of the wizard will be displayed.*

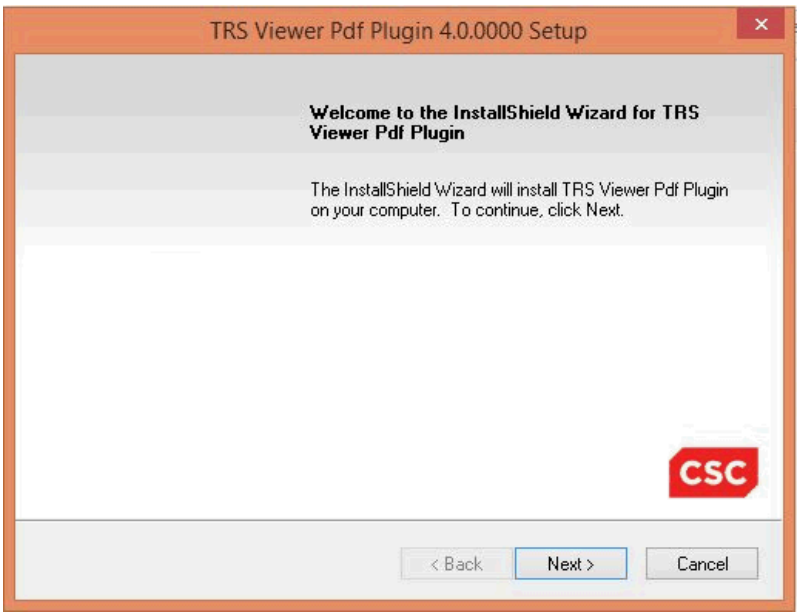


Figure 5-3: TRS Viewer PDF Plugin Welcome Window

4. Select the **"I accept the terms of the license agreement"** option. Then, click the **Next** button. *The Prerequisites page of the wizard will be displayed.*

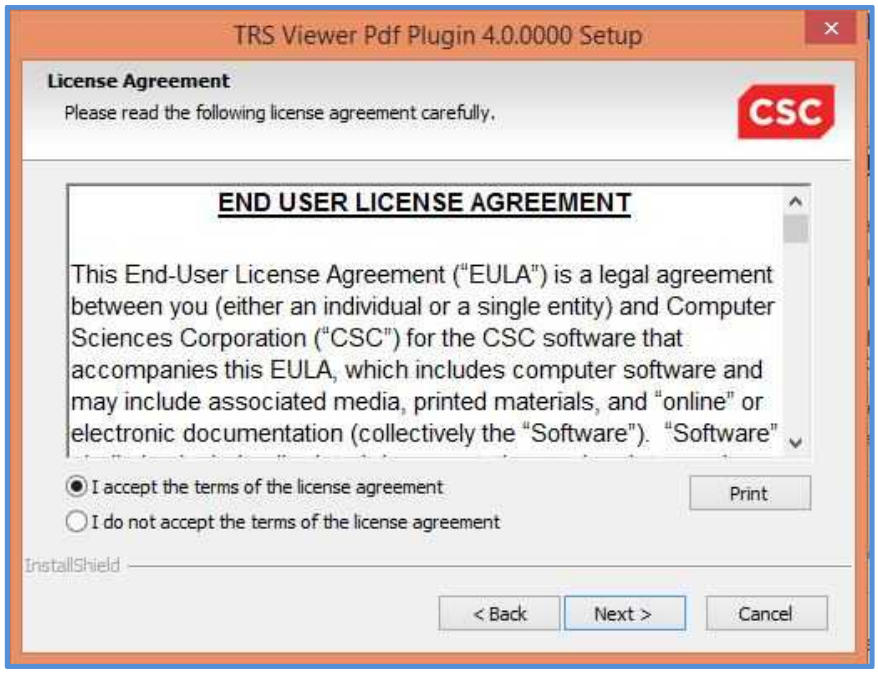


Figure 5-4: PDF Plugin 4.0.0000 License Agreement Window

5. Ensure all prerequisites have been detected. Click the **Next** button. *The Ready to Install the Program window will open.*

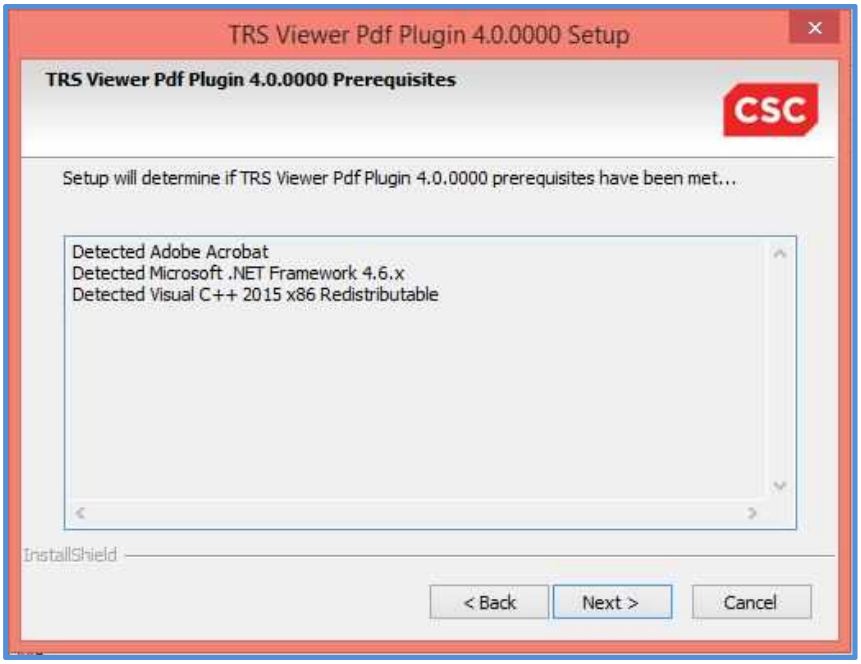


Figure 5-5: TRS Viewer PDF Plugin 4.0.0000 Prerequisites Window

6. Enter the location where the PDF Service Host is running, then click the Next button.

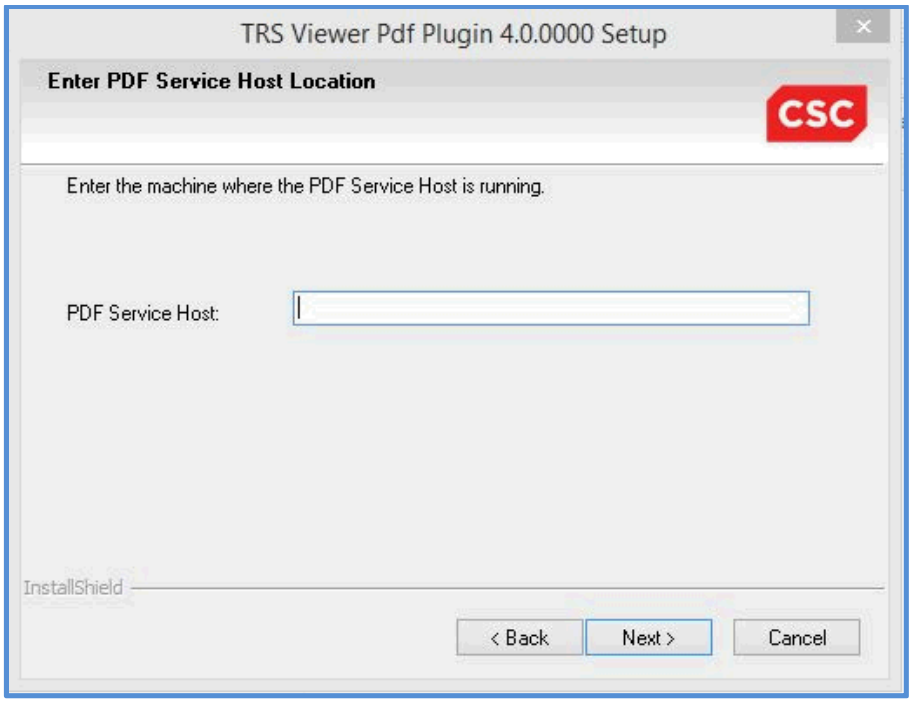


Figure 5-6: TRS Viewer PDF Service Host Location

7. Select the **Install** button to start the installation. *The Wizard Complete window will open.*

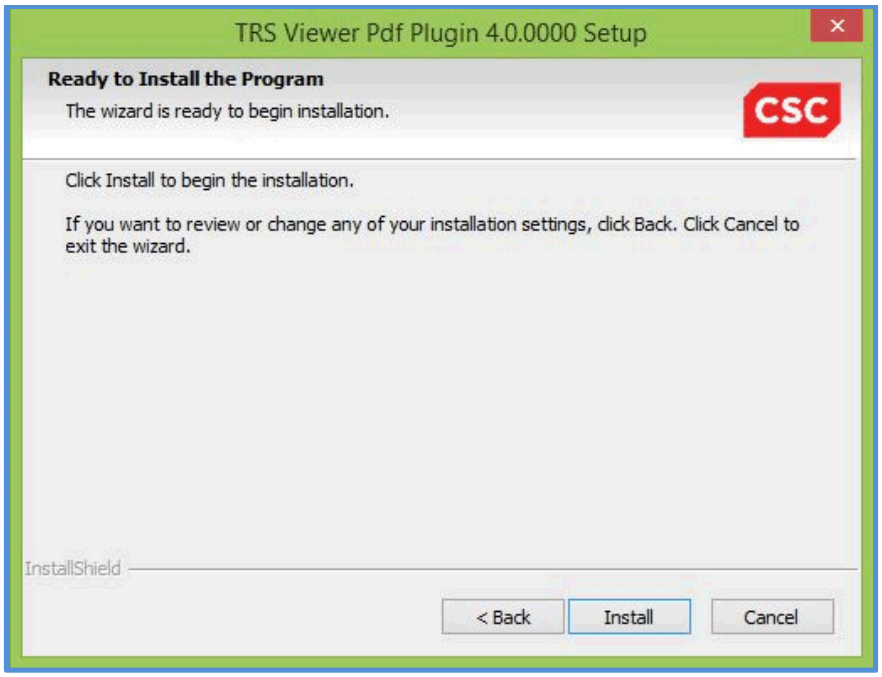


Figure 5-7: TRS Viewer PDF Plugin – Ready to Install

8. Click the **Finish** button. *The installation of the TRS Viewer PDF Plugin 4.0.0000 has been completed.*

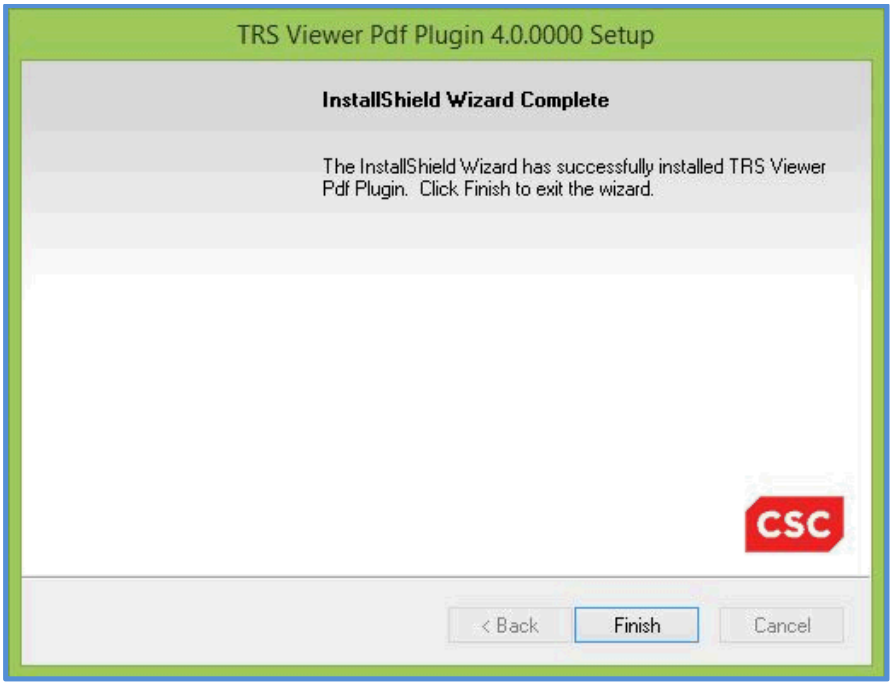


Figure 5-8: TRS Viewer PDF Plugin – Wizard Complete

5.2 PDF Plugin 4.0.0100 Application Base/Upgrade Installation

This section provides instructions for installing the TRS Viewer Acrobat Plug in 4.0.0100.

1. Navigate to the location where the installation package has been placed. Open the **02. TRS ViewerPDFPlugin** folder.

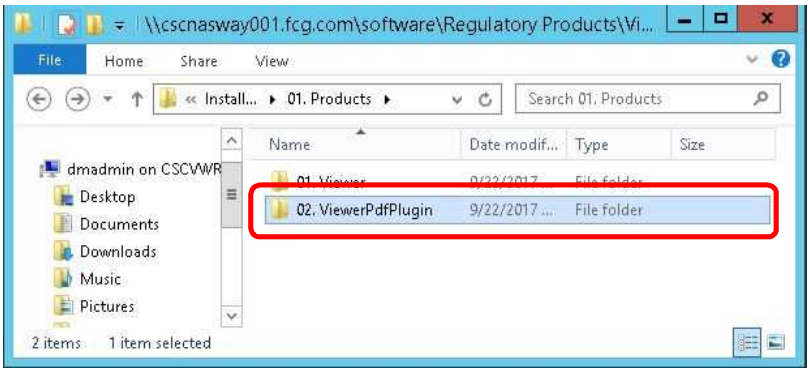


Figure 5-9: TRS ViewerPDFPlugin Folder Selected

2. Right-click the **TRS ViewerPDFPlugIn4.0.0100.exe** file and select the **Run as administrator** option. *This opens the Welcome page of the TRS Viewer PDF Plugin Setup Wizard.*

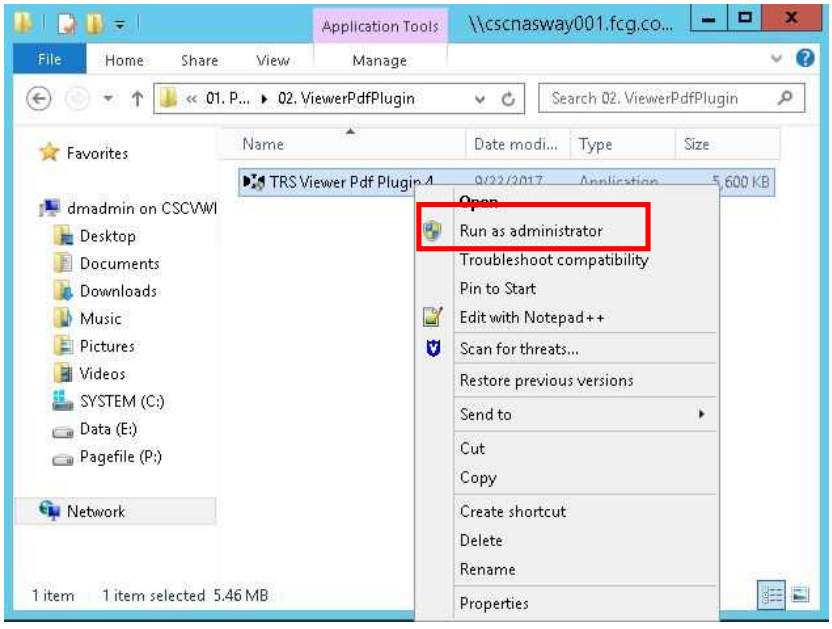


Figure 5-10: TRS ViewerPDFPlugin – Run as Admin

3. Click the **Next** button on the Welcome page. *The License Agreement page of the wizard will be displayed.*

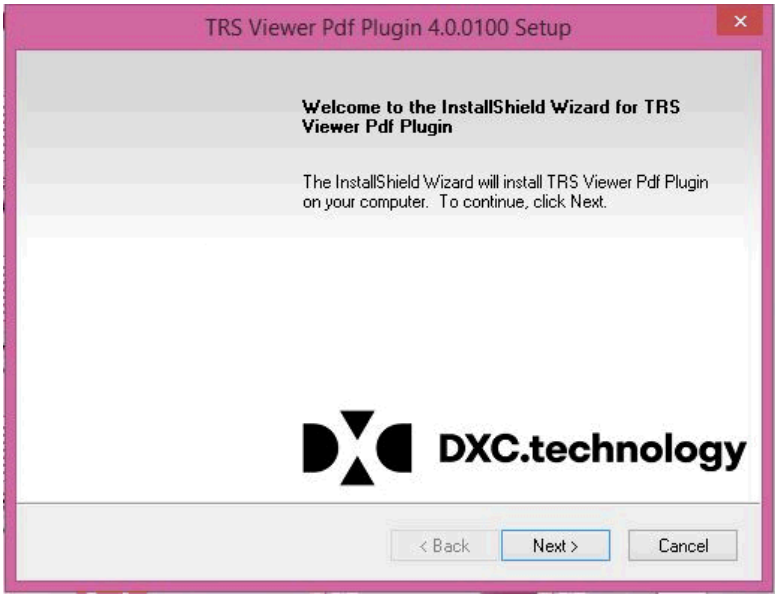


Figure 5-11: TRS Viewer PDF Plugin Welcome Window

4. Select the **"I accept the terms of the license agreement"** option. Then, click the **Next** button. *The Prerequisites page of the wizard will be displayed.*

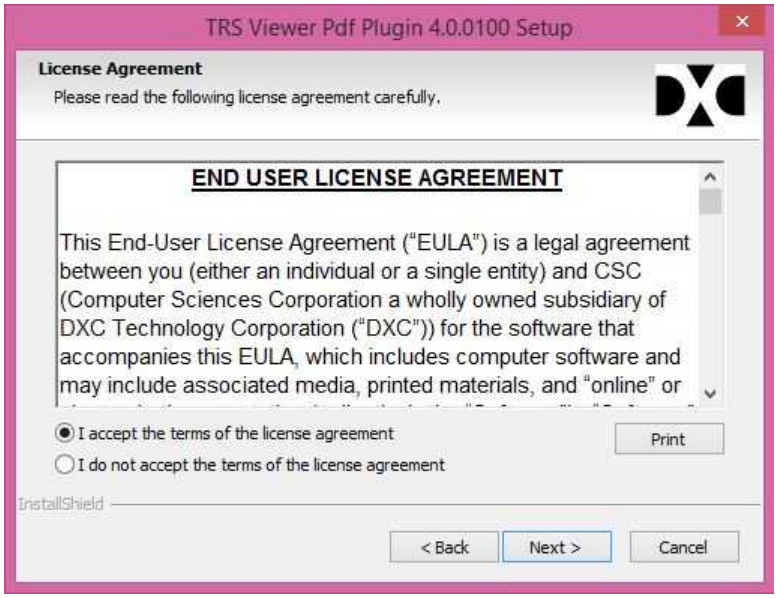


Figure 5-12: PDF Plugin 4.0.0100 License Agreement Window

5. Ensure all prerequisites have been detected. Click the **Next** button. *The Ready to Install the Program window will open.*

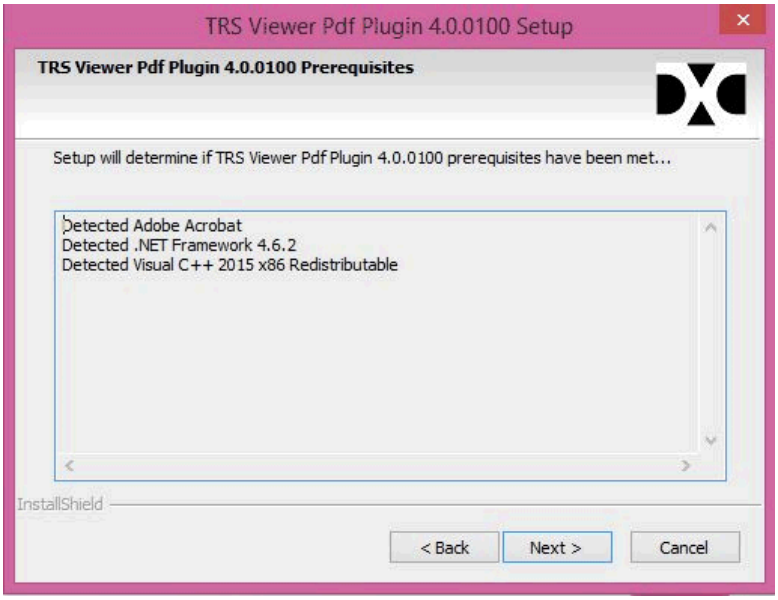


Figure 5-13: TRS Viewer PDF Plugin 4.0.0100 Prerequisites Window

17. Enter the location where the PDF Service Host is running, then click the Next button.

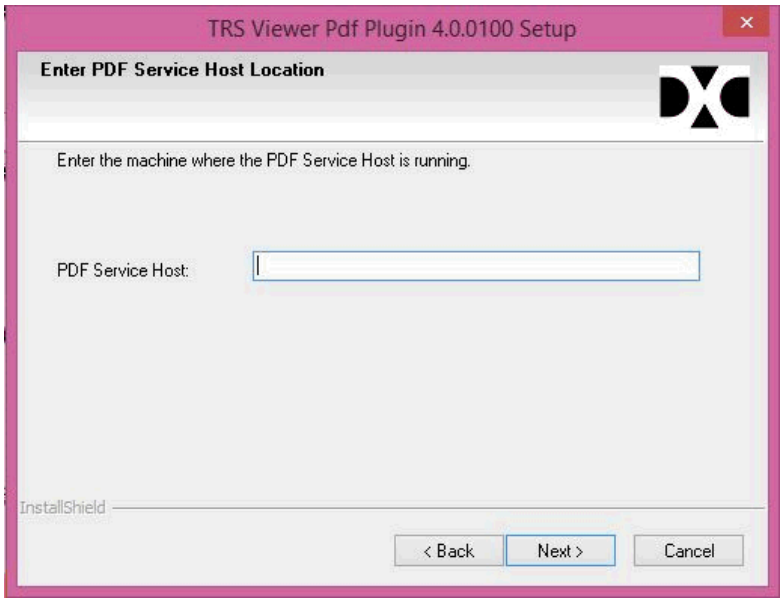


Figure 5-14: TRS Viewer PDF Service Host Location

18. Select the **Install** button to start the installation. *The Wizard Complete window will open.*

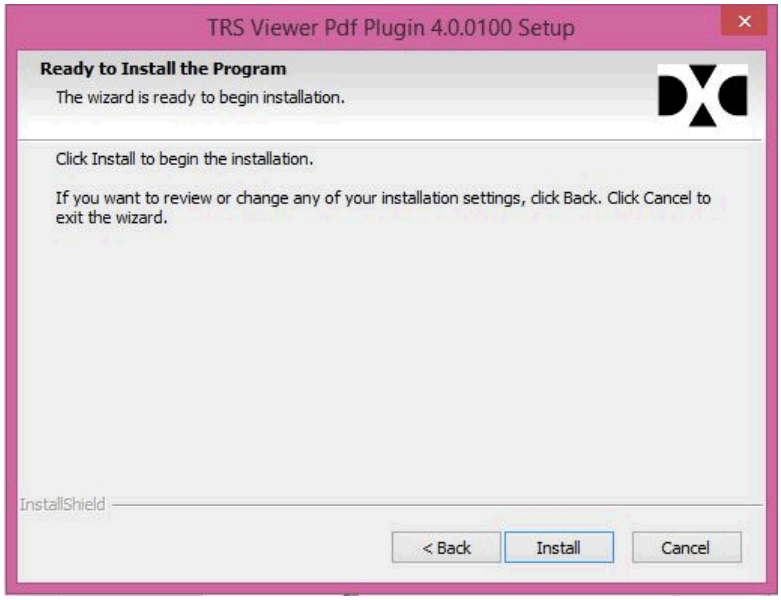


Figure 5-15: TRS Viewer PDF Plugin – Ready to Install

6. Click the **Finish** button. *The installation of the TRS Viewer PDF Plugin 4.0.0100 has been completed.*

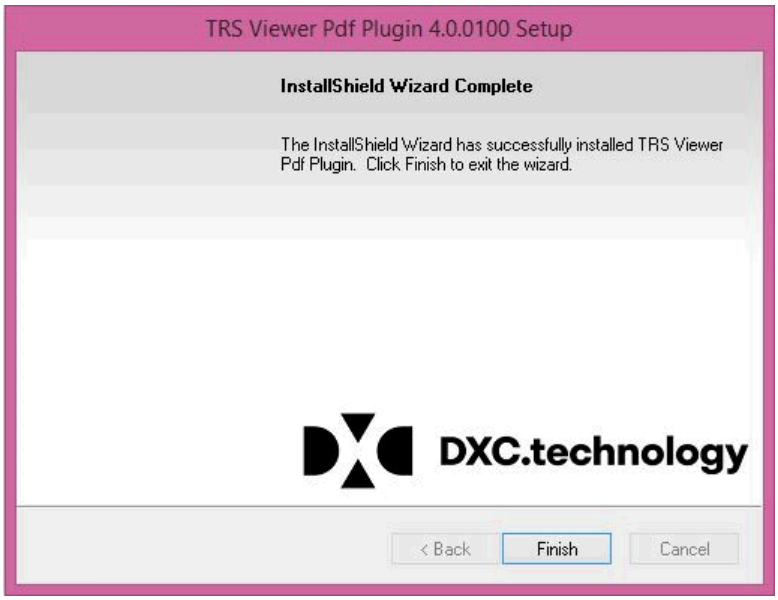


Figure 5-16: TRS Viewer PDF Plugin – Wizard Complete

6.0 DMS Installation

This section provides the steps to run the DMS Integration installations, which will provide TRS Viewer with the ability to pull archived dossiers from various DMS's. If TRS Viewer is installed on a server where an TRS PUBLISHING installation exists and the DMS Integration has been installed, it is not necessary to run these again. Check Programs and Features to see if they are installed.

6.1 Deploying DMS 4.0.0000, 4.0.0100, 4.0.0200 & 4.0.0300

The steps provided in this section are identical if deploying DMS 4.0.0000 or upgrading from version 4.0.0000.

1. Ensure user has administrative privileges on the machine. Access the DMSPackages folder.

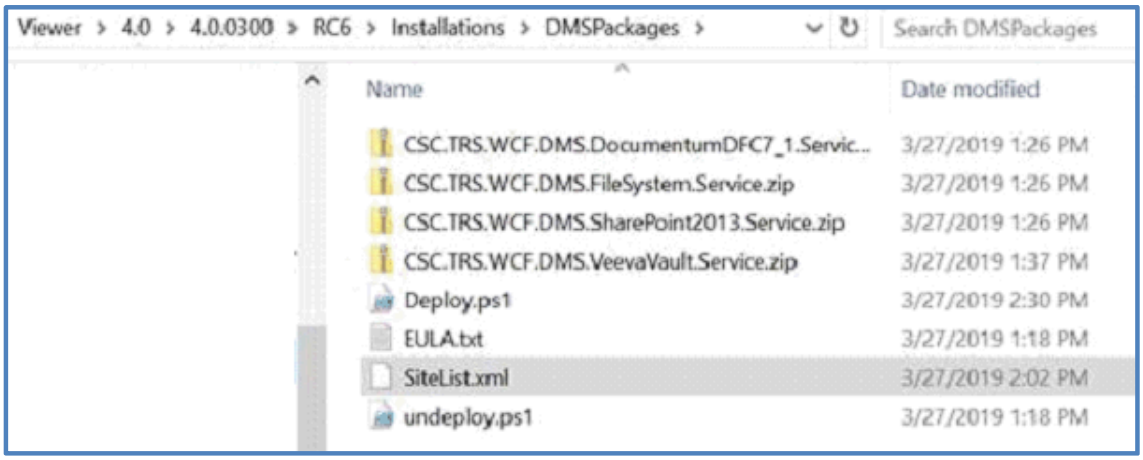


Figure 6-1: Folder Structure

2. Right-Click on the Windows PowerShell icon and select **Run as Administrator**. *The Windows PowerShell command box will open.*

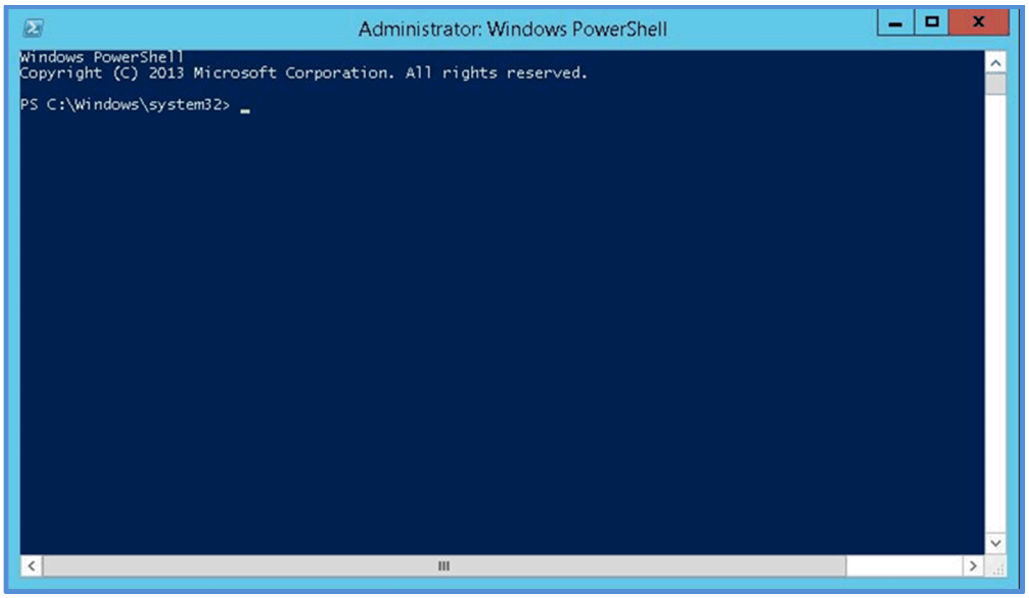


Figure 6-2: Windows PowerShell

Note: Ensure the Set-Execution Policy is set as unrestricted or you wont be able to upload or run the scripts.

Note: To check policy, type get-executionpolicy in the PowerShell window and press enter and should return unrestricted. If you see any other messages, run "set-executionpolicy unrestricted".

Note: Ensure the location entered in the PowerShell Window matches with the location defined in the SiteList.xml or the powershell script will not work. It may be necessary to paste the installation package to the location defined in the Sitelist.xml

3. In order to connect to the directory where files are located, enter the folder location in the command prompt such as E**:\TRS ViewerPackages\Installation\DMSPackages.** Press the **Enter** key.

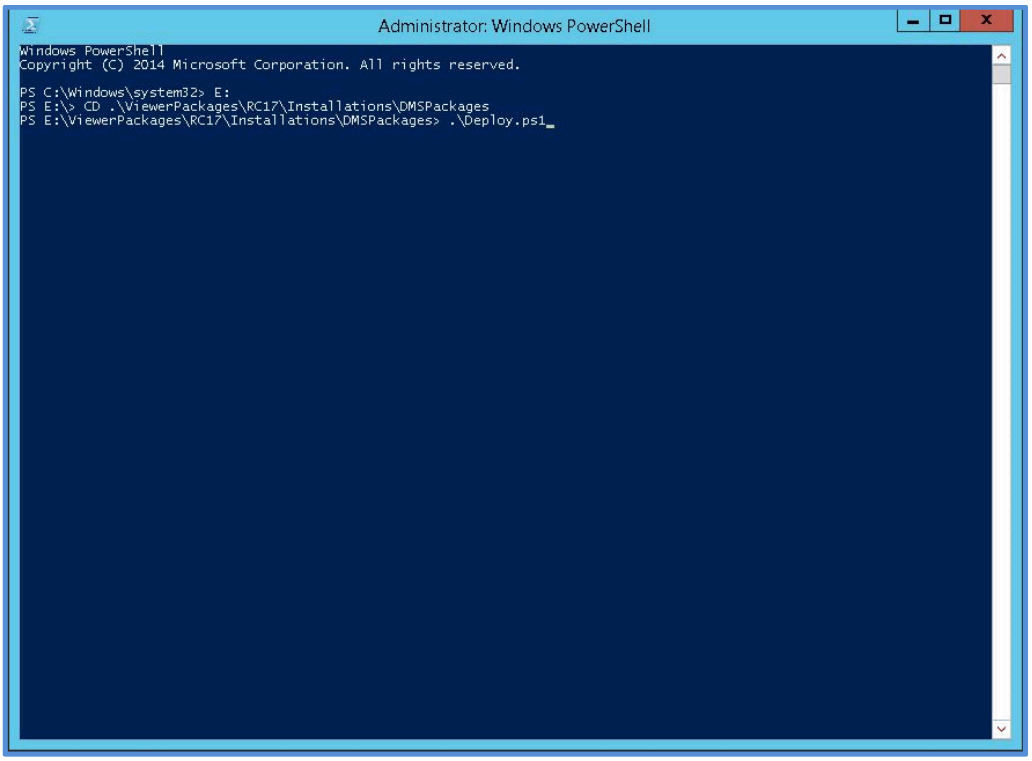


Figure 6-3: Start of DMS Installation

4. In the next command, **Enter** .\deploy.ps1 and press the **Enter** key.

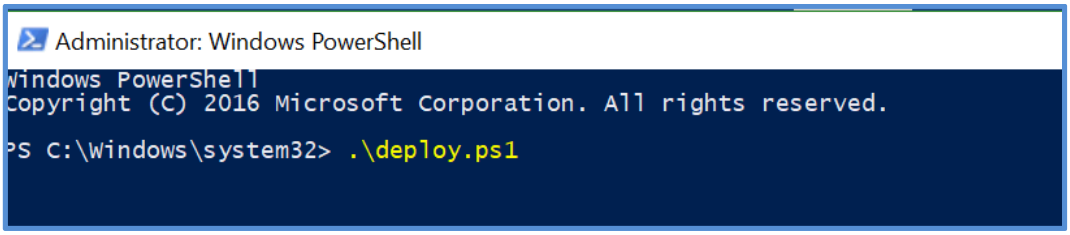


Figure 6-4: PowerShell Window Showing Deploy.ps1

5. The deployment process displays the EULA using PowerShell's paging capabilities.

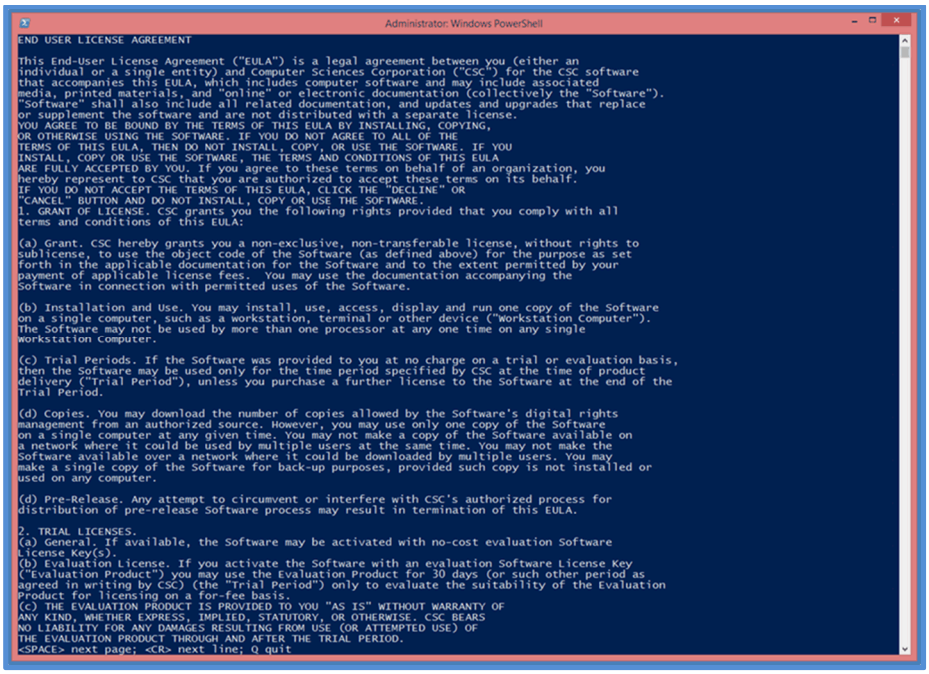


Figure 6-5: PowerShell Showing EULA

Note: To navigate in the PowerShell window, select space bar to move to the next page. To return to the previous page, click the enter button. Press the Q button to hide the EULA.
If any letter except Y or N is used, PowerShell will prompt to use the proper key to proceed.

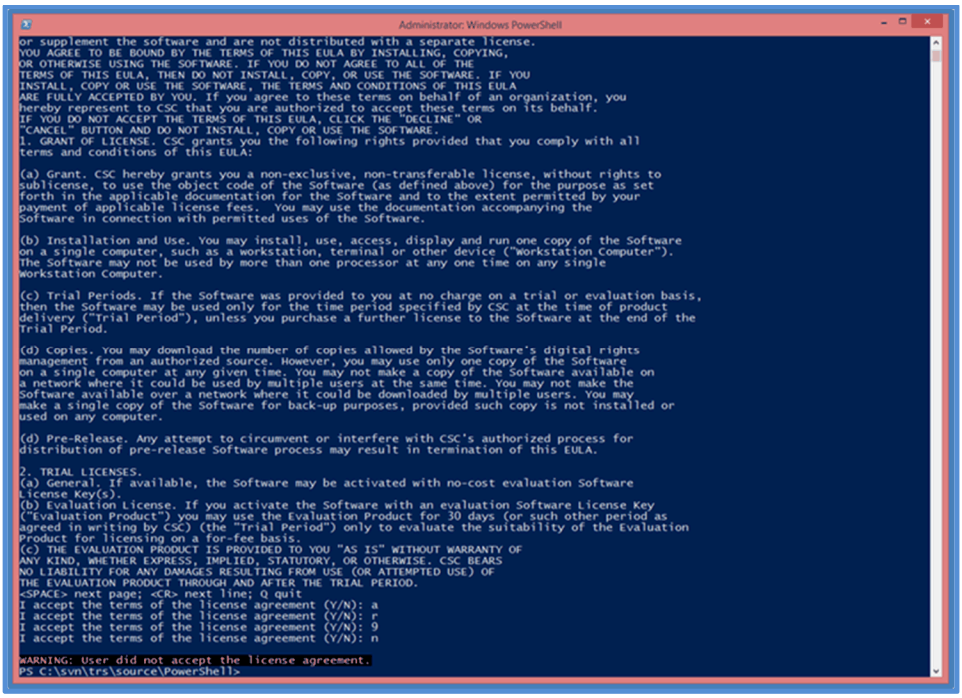


Figure 6-6: PowerShell Showing Start of Script

6. Enter **Y** and press the **Enter** key to start the process.
7. The application will deploy and a message will appear confirming that the deployment has completed.

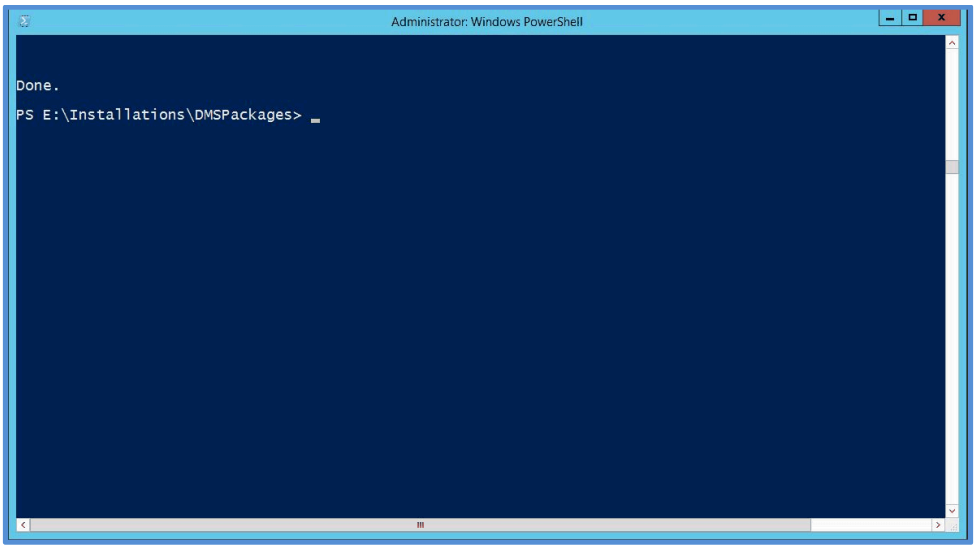


Figure 6-7: DMS Deployment Complete

8. Log file will include the full text of the EULA and if it was accepted by the user.

7.0 TRSDBService

This section provides the steps to run the TRSDBService installations, which will provide TRS Viewer with the ability to keep the services active. If TRS Viewer is installed on a server where an TRS PUBLISHING installation exists and the DMS Integration has been installed, it is not necessary to run these again. Check Programs and Features to see if they are installed.

7.1 Deploying DBService on 4.0.0000, 4.0.0100, 4.0.0200 and 4.0.0300

1. Ensure user has administrative privileges on the machine. Access the DMSPackages folder.

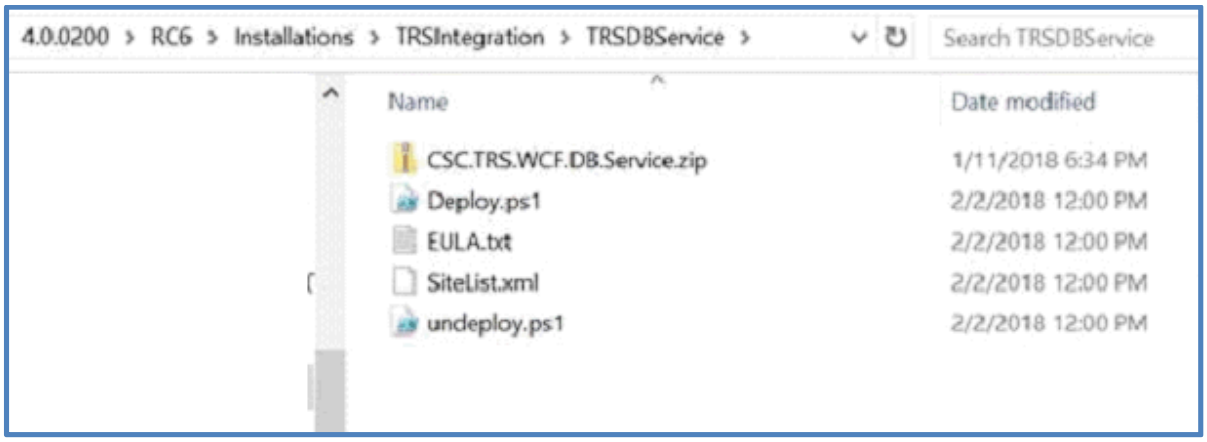


Figure 7-1: TRSDB Service Folder

2. Right-Click on the Windows PowerShell icon and select **Run as** Administrator. *The Windows PowerShell command box will open.*

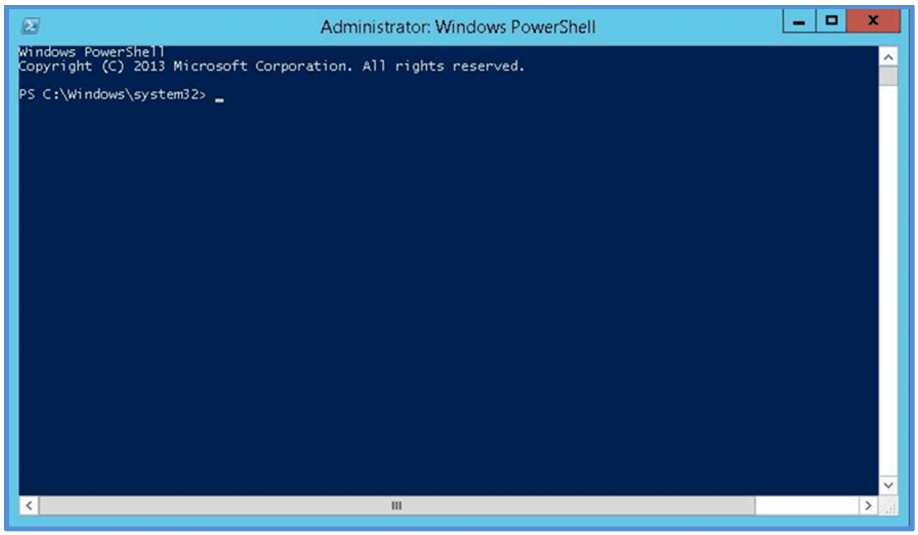


Figure 7-2: Windows PowerShell

Note: Ensure the Set-Execution Policy is set as unrestricted or you wont be able to upload or run the scripts.

Note: To check policy, type get-executionpolicy in the PowerShell window and press enter and should return unrestricted. If you see any other messages, run "set-executionpolicy unrestricted".

Note: Ensure the location entered in the PowerShell Window matches with the location defined in the SiteList.xml or the powershell script will not work. It may be necessary to paste the installation package to the location defined in the Sitelist.xml

3. In order to connect to the directory where files are located, enter the folder location in the command prompt such as E**:\TRS ViewerPackages\Installation\TRSDBService.** Press the **Enter** key.

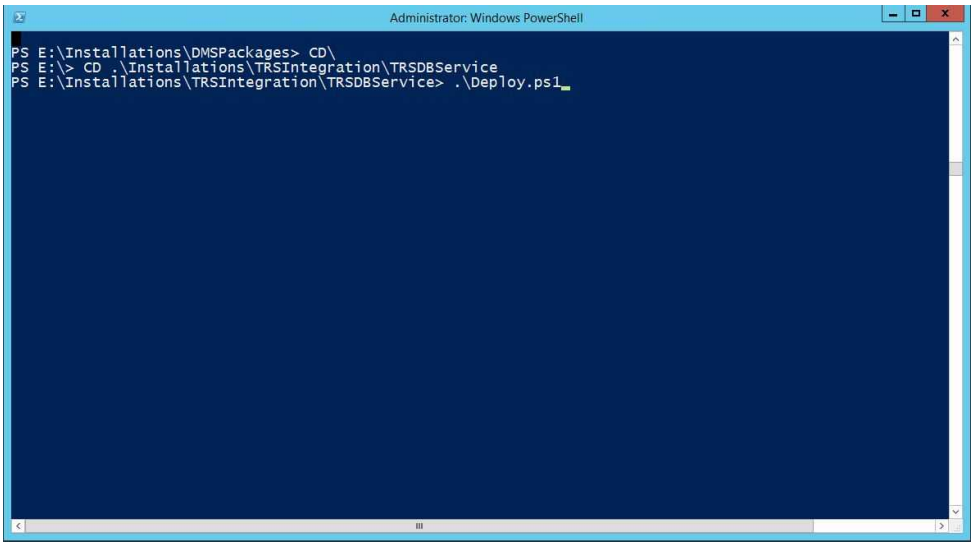


Figure 7-3: Start of DMS Installation

4. In the next command, **Enter** .\deploy.ps1 and press the **Enter** key.

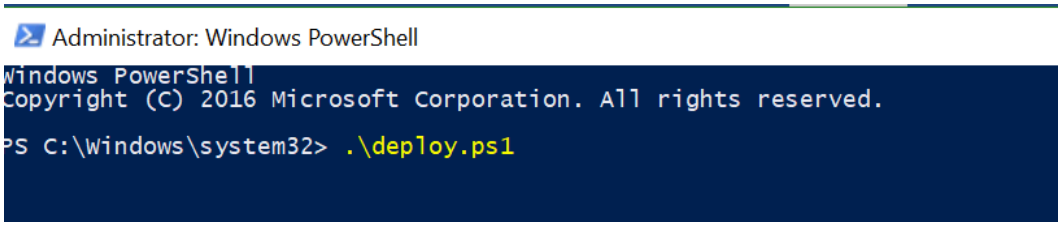


Figure 7-4: PowerShell Window Showing Deploy.ps1

The deployment process displays the EULA using PowerShell's paging capabilities.

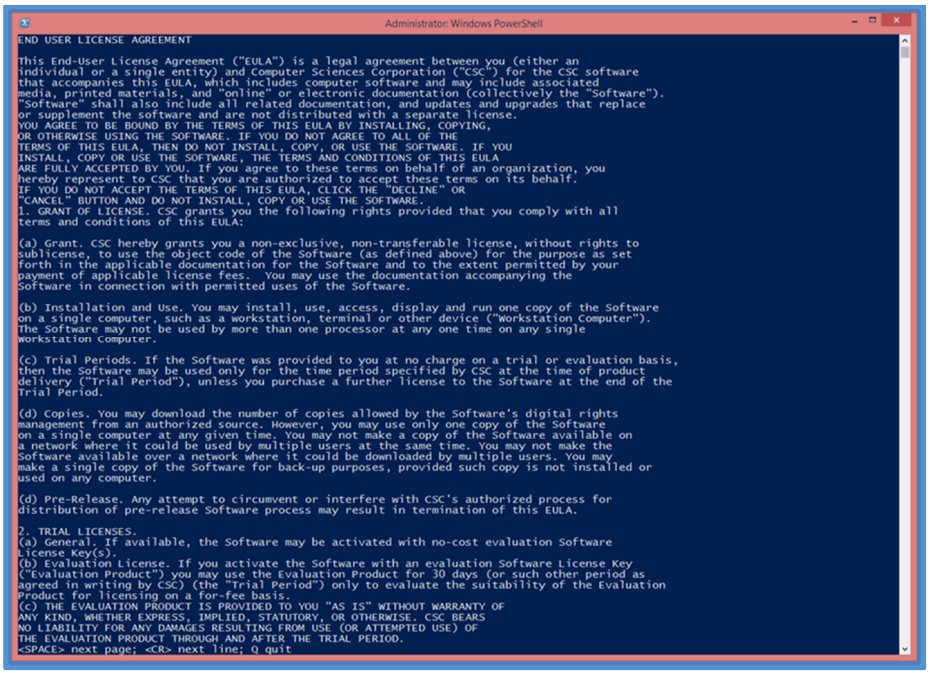


Figure 7-5: PowerShell Showing EULA

Note: To navigate in the PowerShell window, select space bar to move to the next page. To return to the previous page, click the enter button. Press the Q button to hide the EULA.
If any letter except Y or N is used, PowerShell will prompt to use the proper key to proceed.

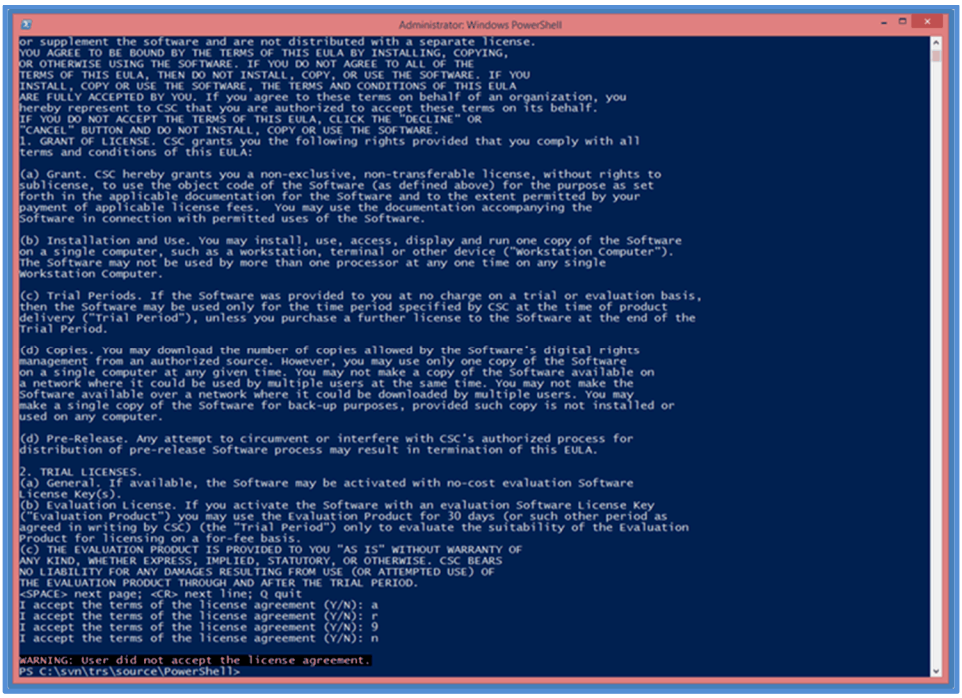


Figure 7-6: PowerShell Showing Start of Script

5. Enter **Y** and press the **Enter** key to start the process.
6. The application will deploy and a message will appear confirming that the deployment has completed.

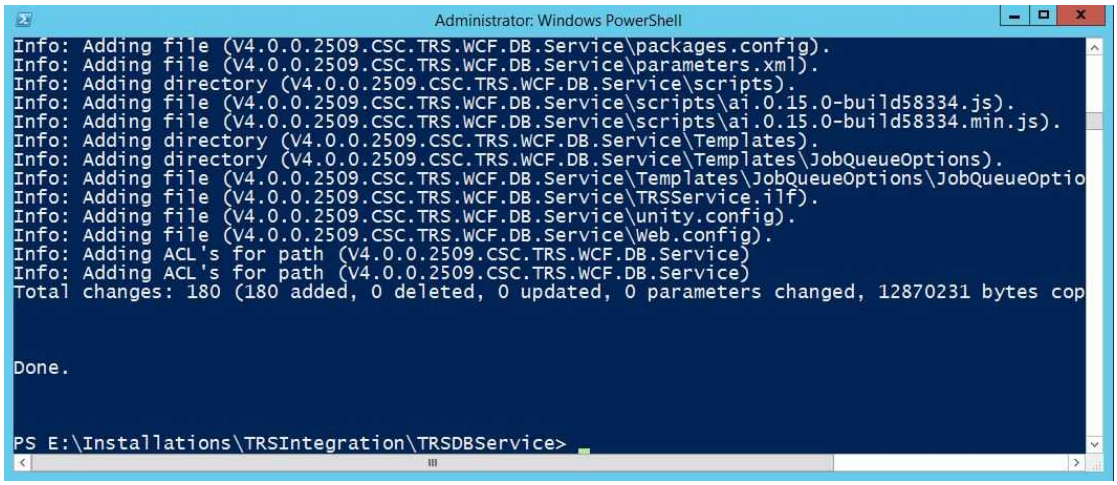


Figure 7-7: DMS Deployment Complete

7. Log file will include the full text of the EULA and if it was accepted by the user.

8.0 eCTDService Installation

Installing the eCTD Service provides the ability to pull "In Progress eCTDs" from eCTDXPress. The eCTDService. The eCTDService should be installed once the database and TRS Viewer application have been installed. The eCTDService.4.0.0000.exe file can be used to install the base eCTDService 4.0.0000. The eCTDService is not required to be installed when using Standalone TRS Viewer.

Note: In-progress eCTDs from eCTDXPress are pulled from the eCTDXPress database via the eCTDXPress Service, and the documents that are viewed are pulled from the compiled output location. A TRS Viewer configuration can be set so that only Finalized files are pulled from the compiled output location.

8.1 Base eCTDService 4.0.0000 Application Installation

This section provides instructions for installing the eCTDService 4.0.0000.

Note: eCTDService 4.0.0000 installation is required only if TRS Viewer will be integrated with TRS Publishing.

1. Navigate to the location where the installation package has been placed. Open the **eCTDService** folder. Right-click on the **eCTDService 4.0.0000.exe** file and select **Run as administrator**. *This opens the Welcome page of the eCTD Service Setup Wizard.*

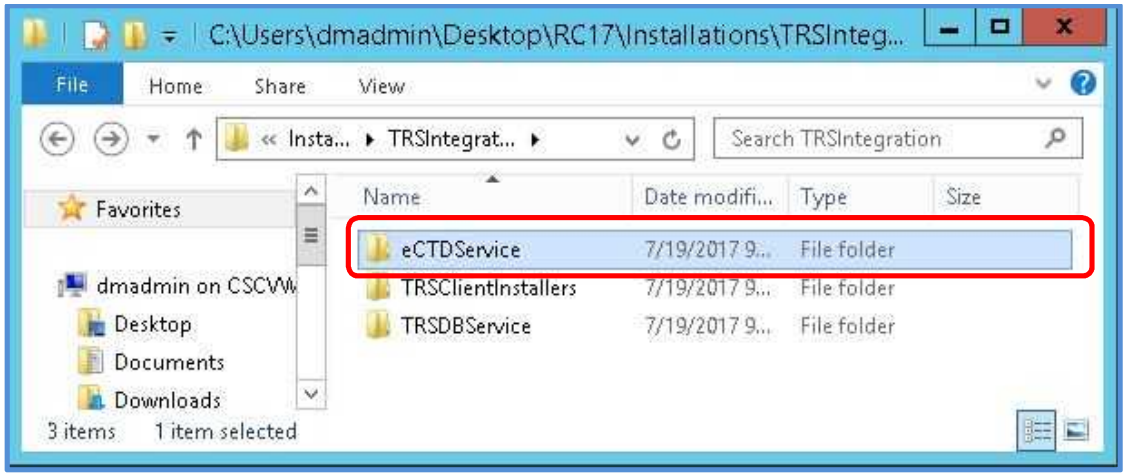


Figure 8-1: eCTDService Folder Selected

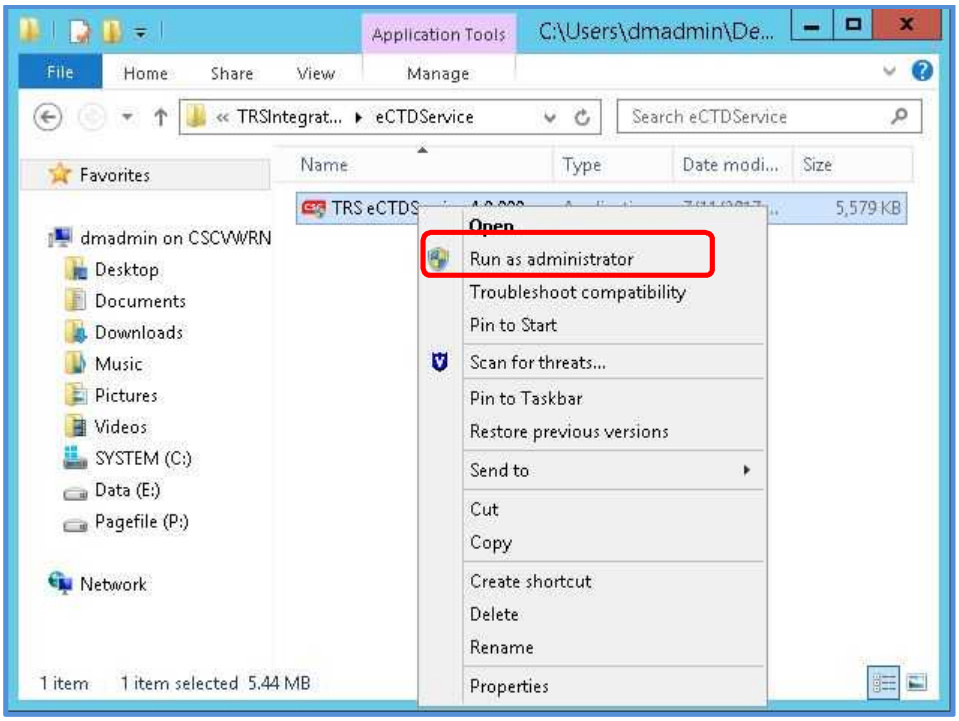


Figure 8-2: eCTDService4.0.0000.exe File Selected

2. Click the **Next** button on the Welcome page. *The License Agreement page of the wizard will be displayed.*

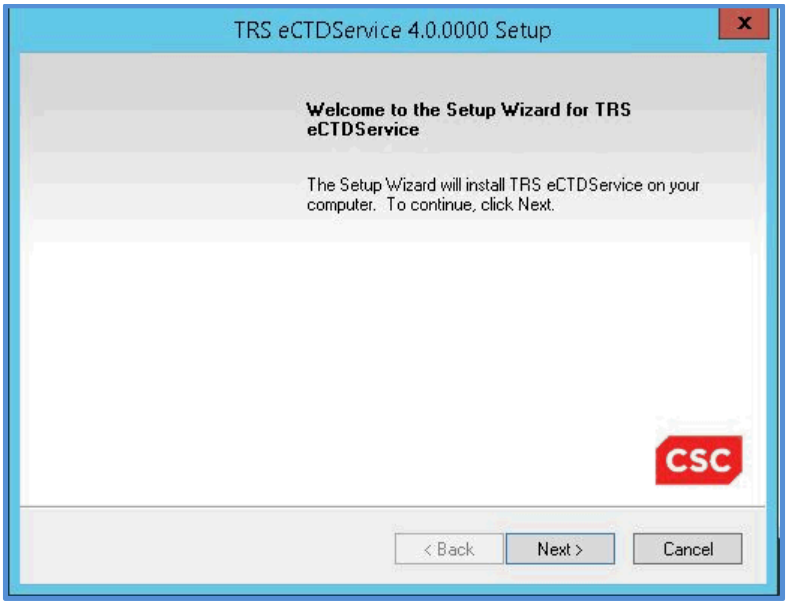


Figure 8-3: eCTDService 4.0.0000 Setup Window

3. Select the "**I accept the terms of the license agreement**" option. Then, click the **Next** button. *If installing the upgrade, the Ready to Install the Program window will display (skip to step 6.) If installing the base, the Prerequisites page of the wizard will be displayed (continue with step 4).*

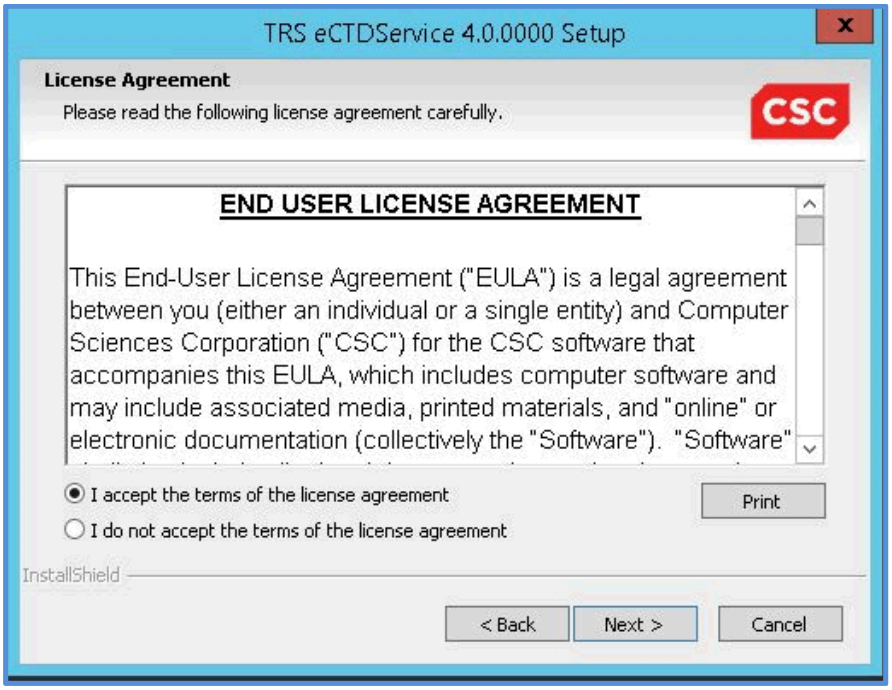


Figure 8-4: eCTDService 4.0.0000 License Agreement Window

4. Ensure all prerequisites have been detected. Click the **Next** button. *The Choose Destination Location window will open.*

Note: If any of the prerequisites are missing, the installation steps will not proceed.

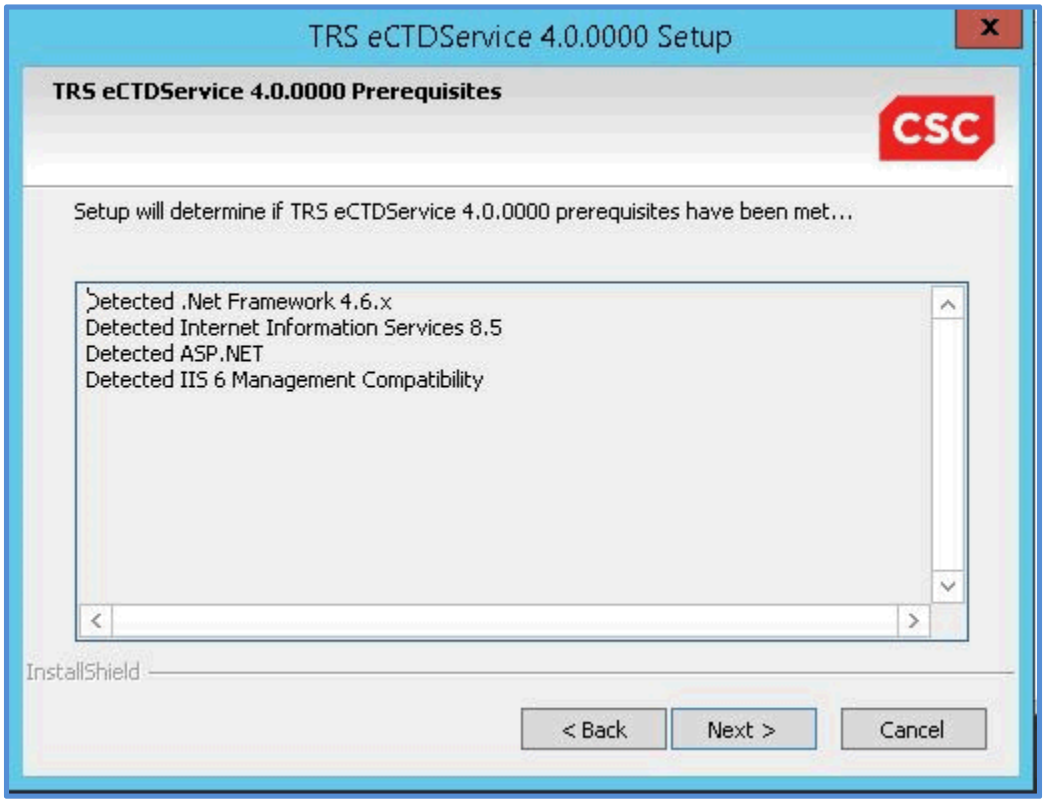


Figure 8-5: eCTDService 4.0.0100 Prerequisites

5. Update the database host service information for TRS Publishing, if the host service is deployed on another server. However, no changes are needed, if the host service is deployed on the same server.

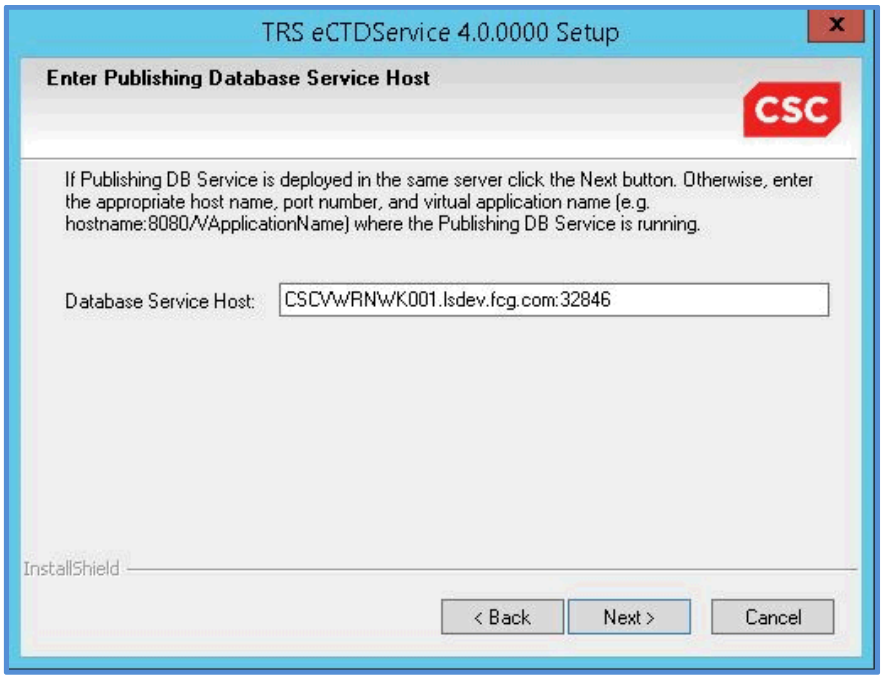


Figure 8-6: Publishing Host Service Information

6. Click the **Next** button. *The Ready to Install the Program window will open.*

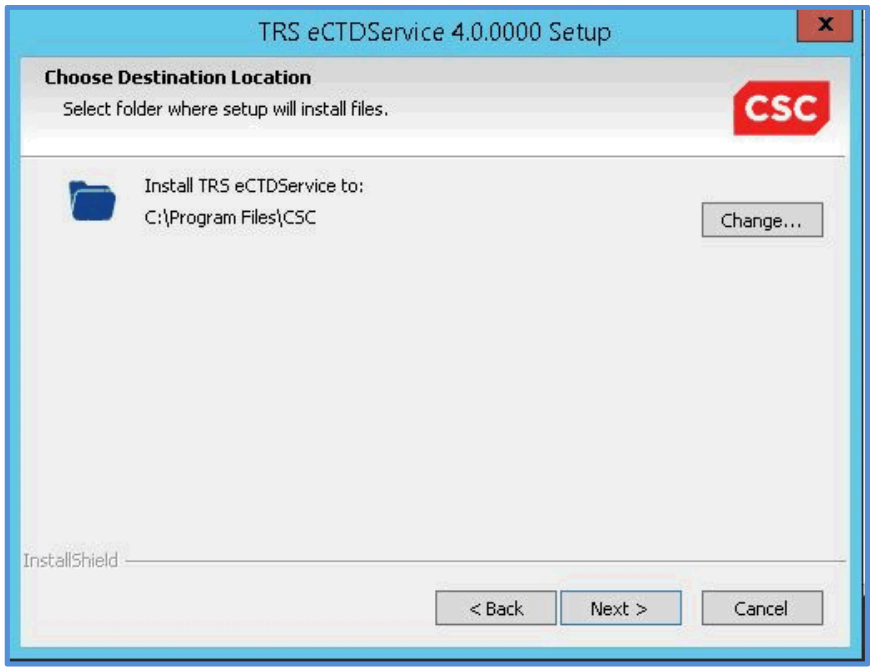


Figure 8-7: eCTDService Setup Location

7. Click the **Install** button. *The Setup Installshield Wizard Complete window will open. This step is applicable to both the upgrade and base process.*

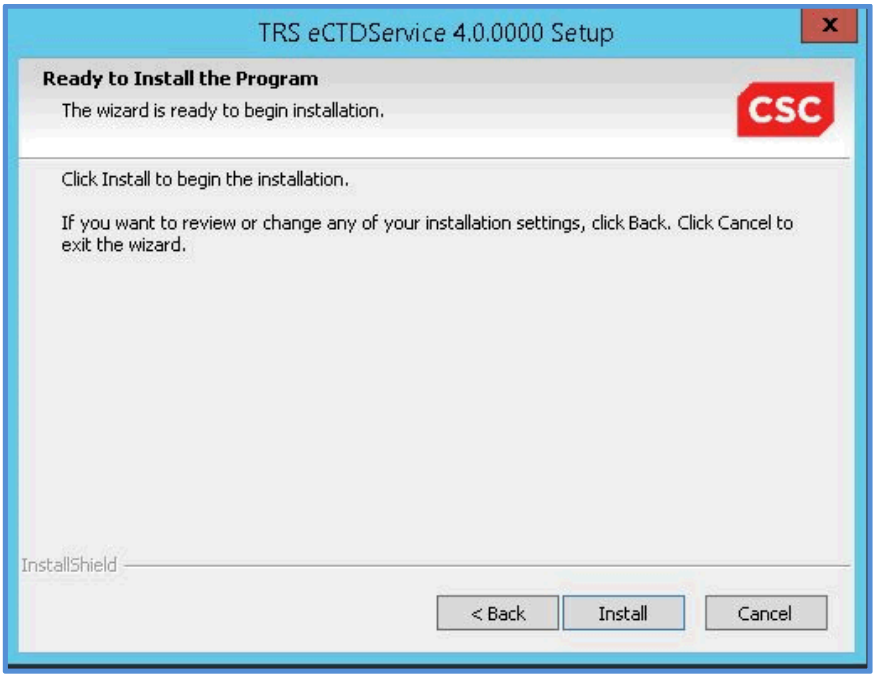


Figure 8-8: eCTDService 4.0.0000 Ready to Install Window

8. Click the **Finish** button. *The installation of the eCTDService has been completed.*

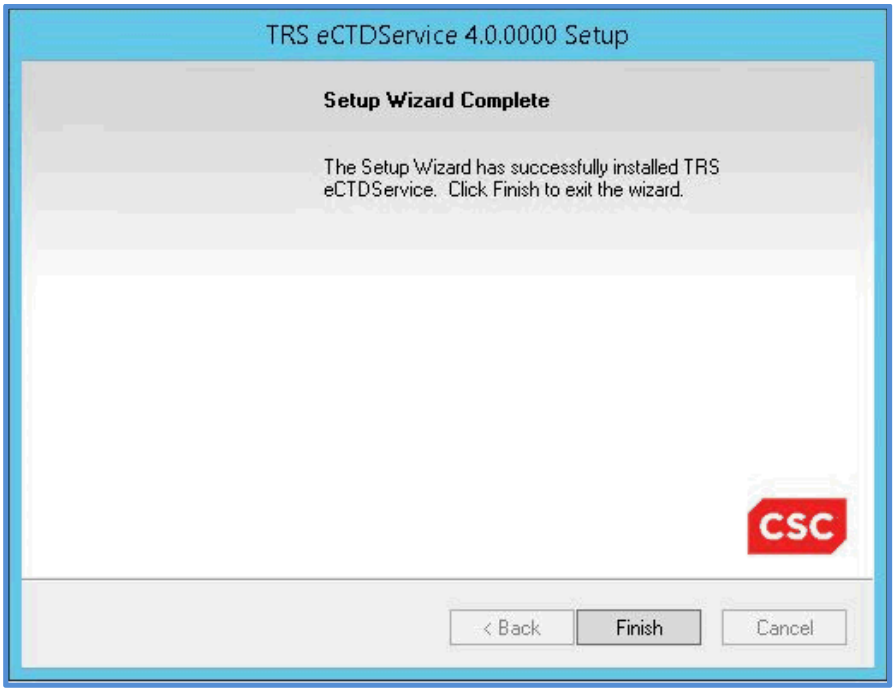


Figure 8-9: eCTDService Setup Completion Window

8.2 eCTDService 4.0.0100 Application Base/Upgrade Installation

This section provides instructions for installing the eCTDService 4.0.0100.

Note: eCTDService 4.0.0100 installation is required only if TRS Viewer will be integrated with TRS Publishing.

1. Navigate to the location where the installation package has been placed. Open the **eCTDService** folder. Right-click on the **eCTDService 4.0.0100.exe** file and select **Run as administrator**. *This opens the Welcome page of the eCTD Service Setup Wizard.*

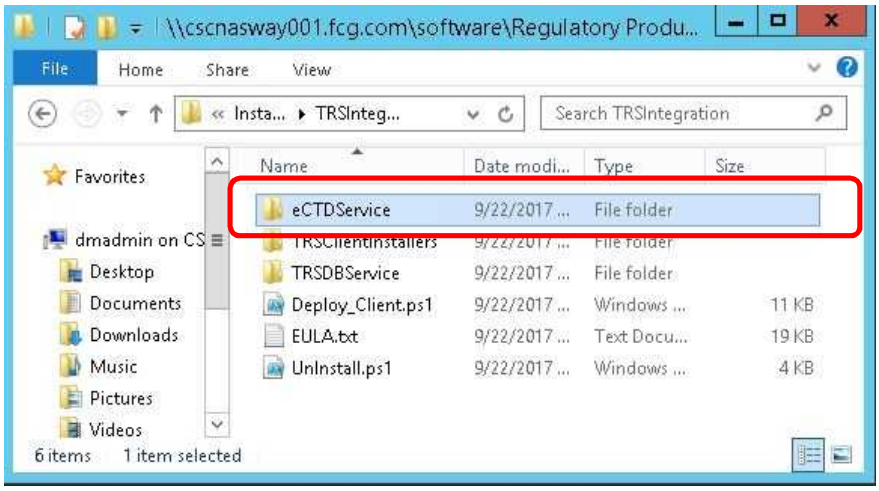


Figure 8-10: eCTDService Folder Selected

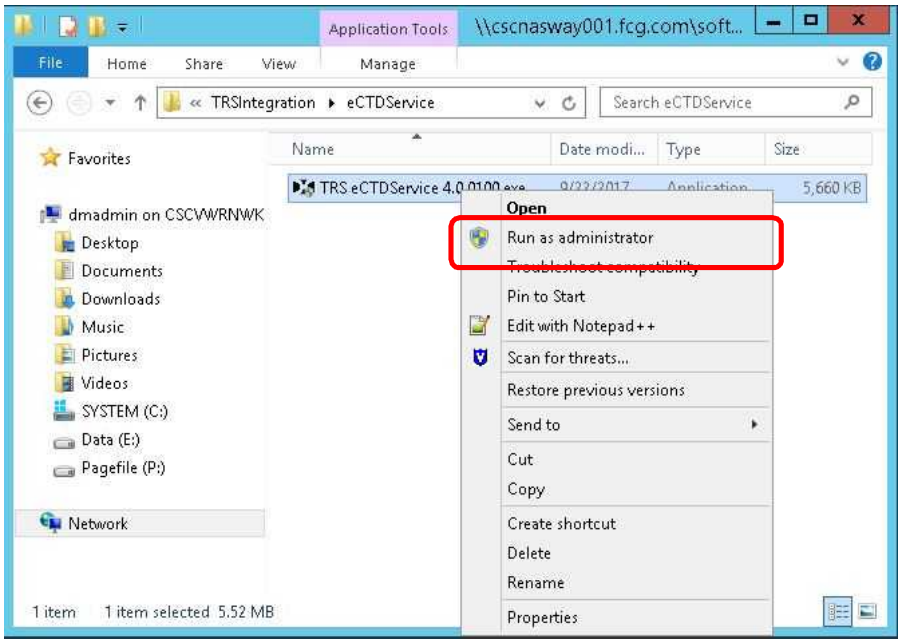


Figure 8-11: eCTDService4.0.0100.exe File Selected

19. Click the **Next** button on the Welcome page. *The License Agreement page of the wizard will be displayed.*

Figure 8-12: eCTDService 4.0.0100 Setup Window

20. Select the "**I accept the terms of the license agreement**" option. Then, click the **Next** button. *If installing the upgrade, the Ready to Install the*

Program window will display (skip to step 6.) If installing the base, the Prerequisites page of the wizard will be displayed (continue with step 4).

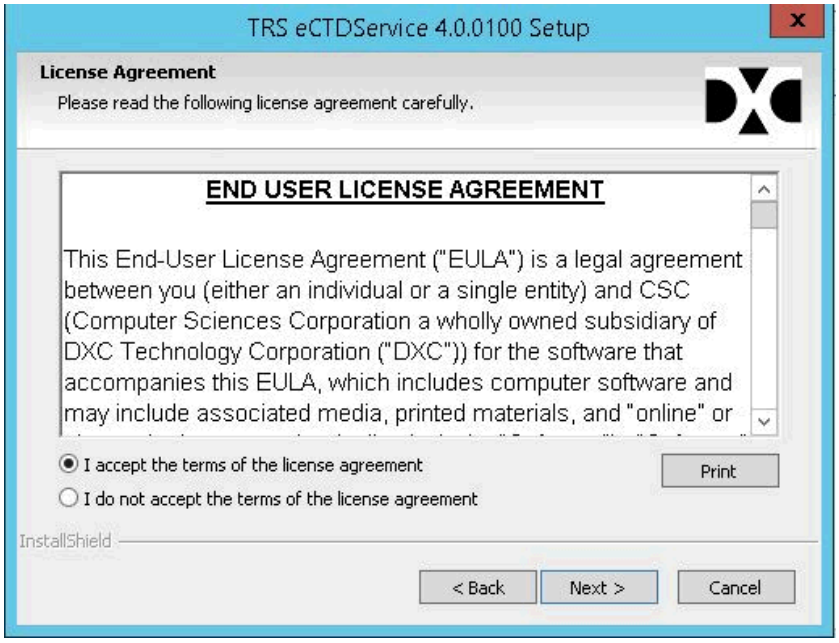


Figure 8-13: eCTDService 4.0.0100 License Agreement Window

21. Ensure all prerequisites have been detected. Click the **Next** button. *The Choose Destination Location window will open.*

Note: If any of the prerequisites are missing, the installation steps will not proceed.

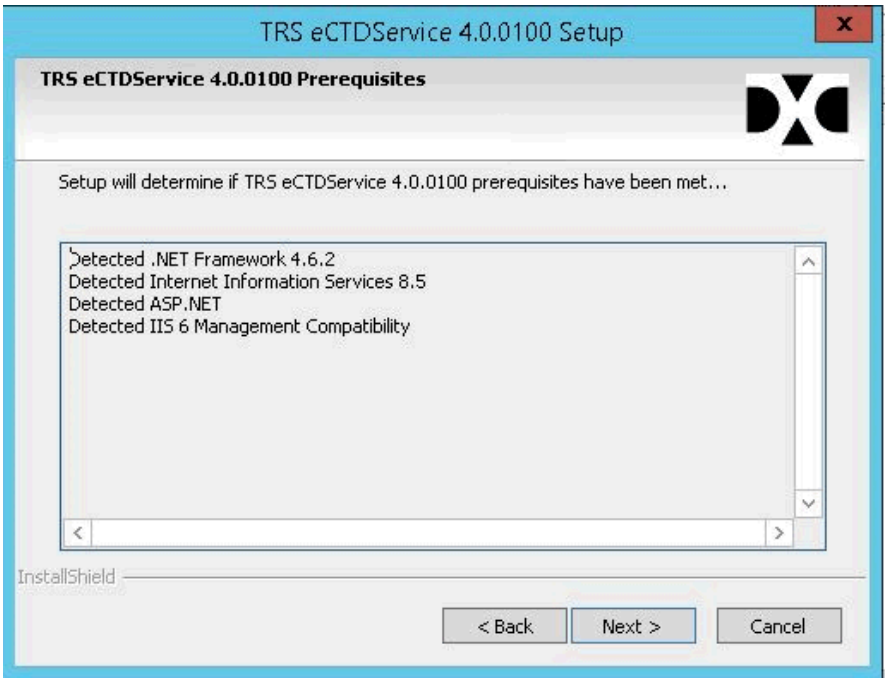


Figure 8-14: eCTDService 4.0.0100 Prerequisites

22. Update the database host service information for TRS Publishing, if the host service is deployed on another server. However, no changes are needed, if the host service is deployed on the same server.

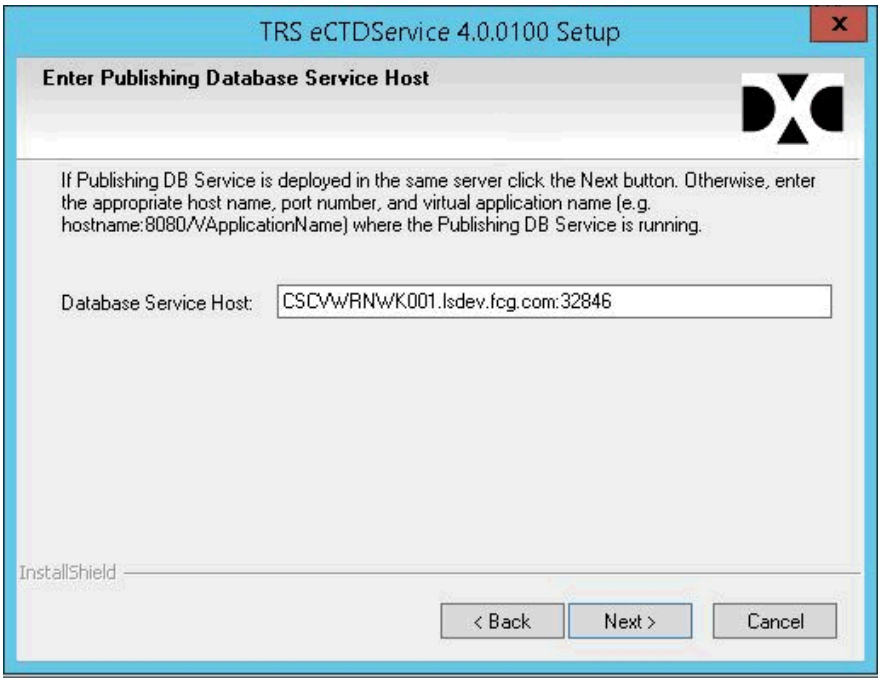


Figure 8-15: Publishing Host Service Information

23. Click the **Next** button. *The Ready to Install the Program window will open.*

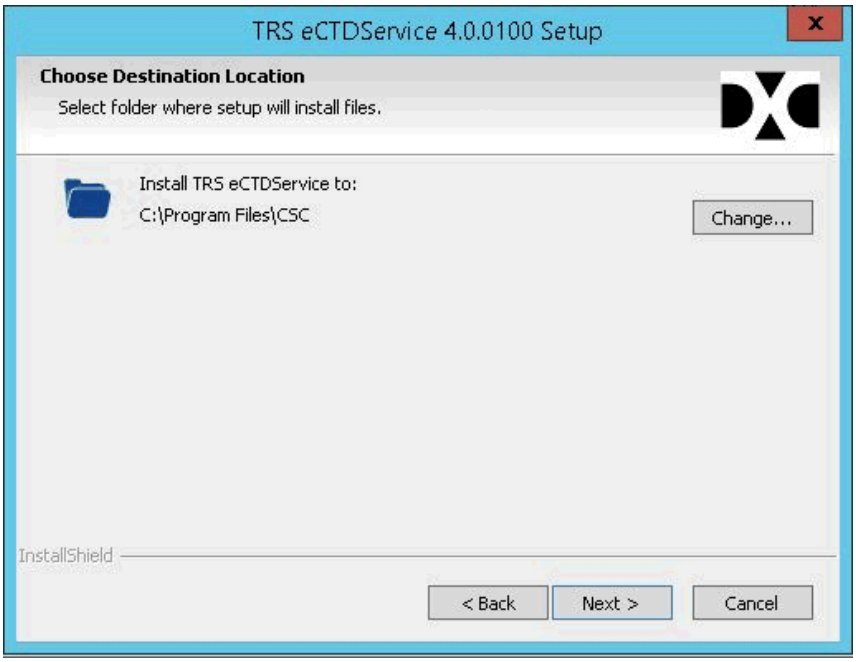


Figure 8-16: eCTDService Setup Location

24. Click the **Install** button. *The Setup Installshield Wizard Complete window will open. This step is applicable to both the upgrade and base process.*

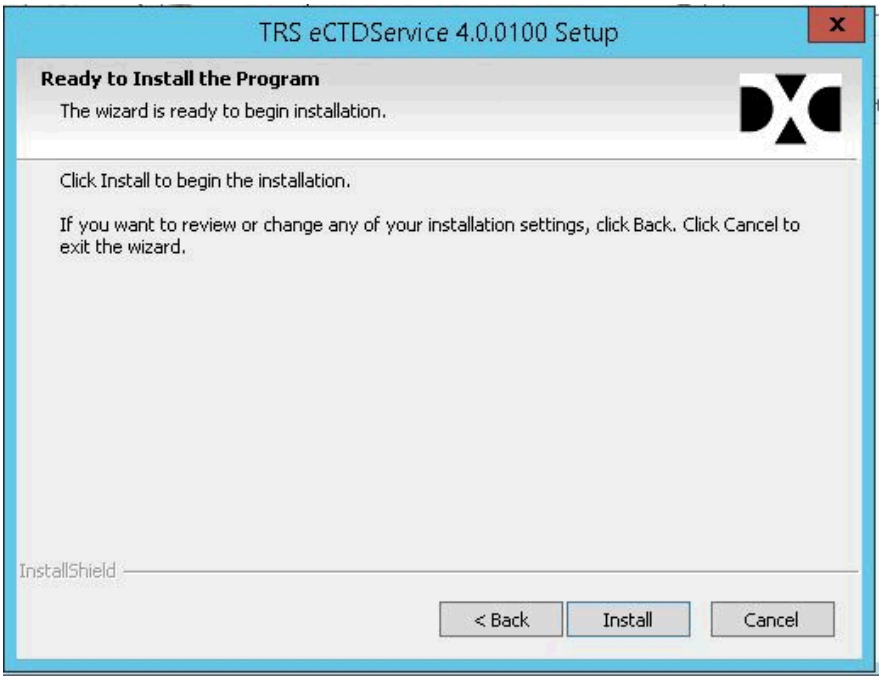


Figure 8-17: eCTDService 4.0.0100 Ready to Install Window

25. Click the **Finish** button. *The installation of the eCTDService has been completed.*

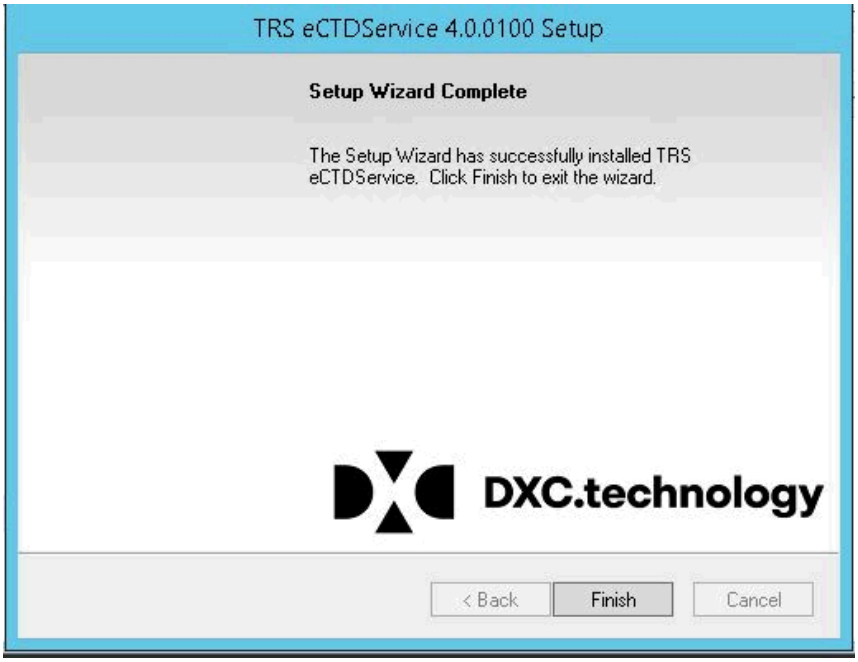


Figure 8-18: eCTDService Setup Completion Window

8.3 eCTDService 4.0.0200 Application Base/Upgrade Installation

This section provides instructions for installing the eCTDService 4.0.0200.

Note: eCTDService 4.0.0200 installation is required only if TRS Viewer will be integrated with TRS Publishing.

1. Navigate to the location where the installation package has been placed. Open the **eCTDService** folder. Right-click on the **eCTDService 4.0.0200.exe** file and select **Run as administrator**. *This opens the Welcome page of the eCTD Service Setup Wizard.*

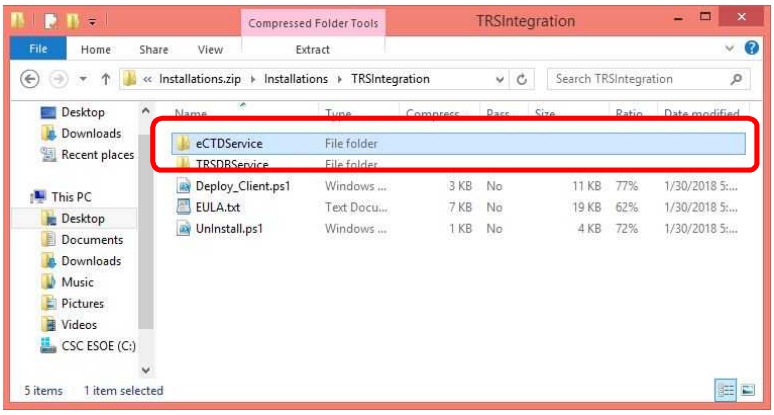


Figure 8-19: eCTDService Folder Selected

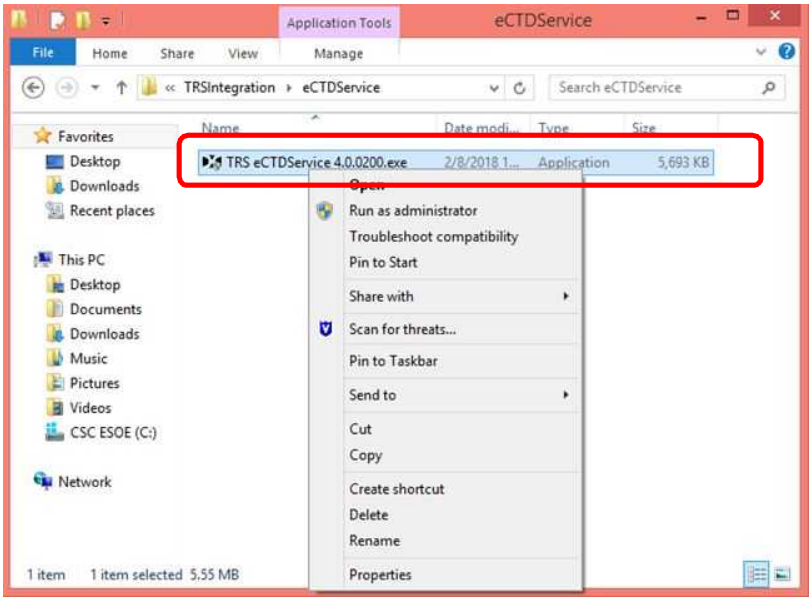


Figure 8-20: eCTDService4.0.0200.exe File Selected

2. Click the **Next** button on the Welcome page. *The License Agreement page of the wizard will be displayed.*

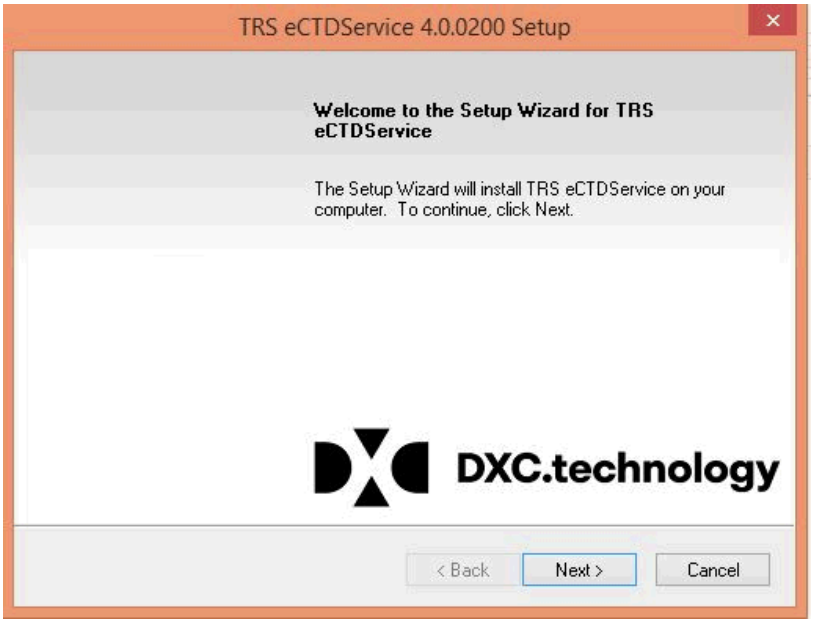


Figure 8-21: eCTDService 4.0.0200 Setup Window

3. Select the "**I accept the terms of the license agreement**" option. Then, click the **Next** button. *If installing the upgrade, the Ready to Install the Program window will display (skip to step 6.) If installing the base, the Prerequisites page of the wizard will be displayed (continue with step 4).*

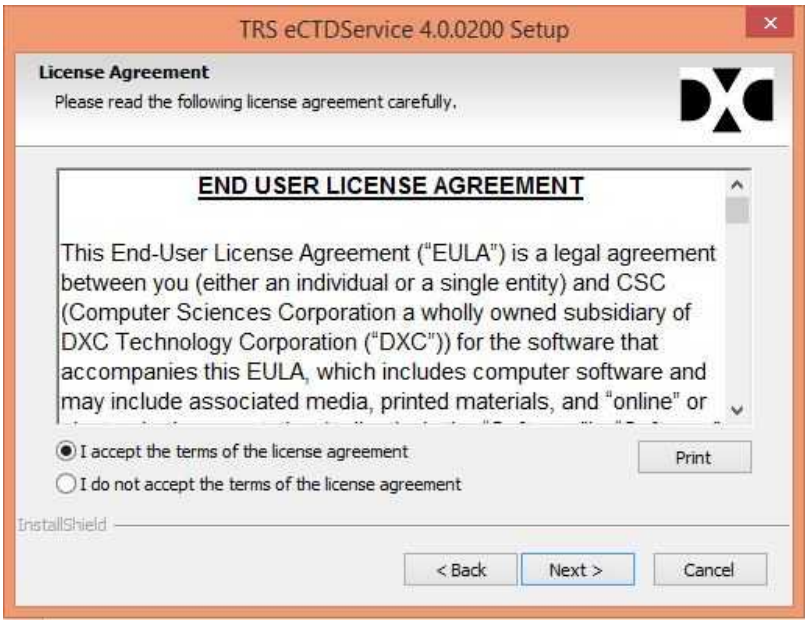


Figure 8-22: eCTDService 4.0.0200 License Agreement Window

4. Ensure all prerequisites have been detected. Click the **Next** button. *The Choose Destination Location window will open.*

Note: If any of the prerequisites are missing, the installation steps will not proceed.

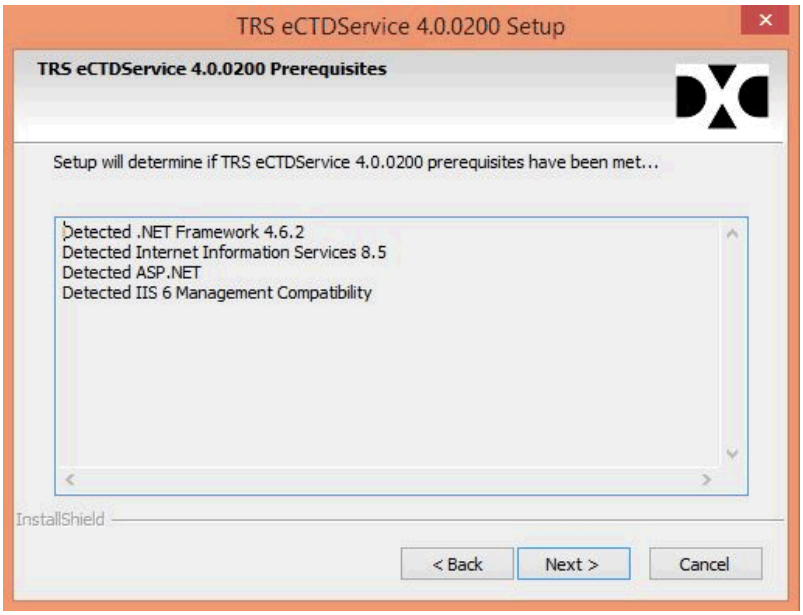


Figure 8-23: eCTDService 4.0.0200 Prerequisites

Note: The eCTDService 4.0.0200 Prerequisites dialog box will appear only if you are installing eCTDService 4.0.0200 as a base installer. If version 4.0.0100 is installed, installer will run 4.0.0200 as an upgrade installer.

5. Update the database host service information for TRS Publishing, if the host service is deployed on another server. However, no changes are needed, if the host service is deployed on the same server.

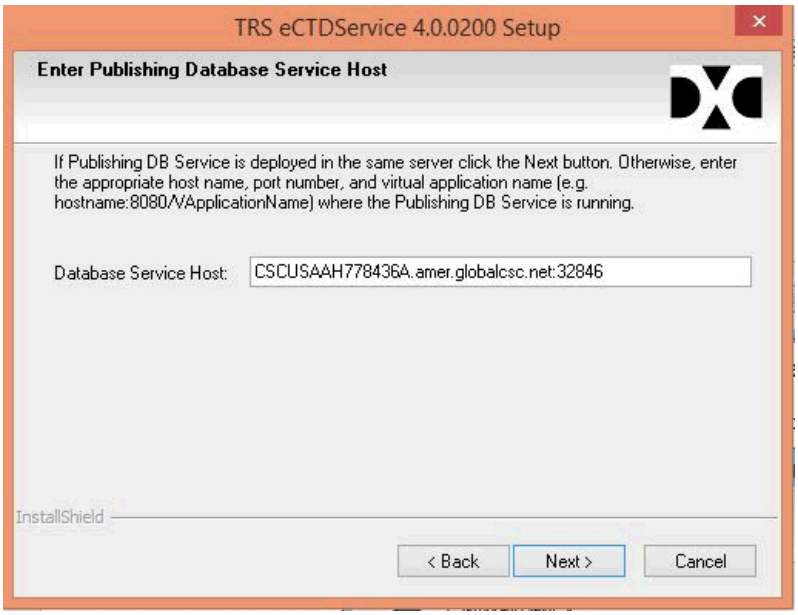


Figure 8-24: Publishing Host Service Information

Note: The Publishing Database Service Host dialog box will appear only if you are installing eCTDService 4.0.0200 as a base installer. If version 4.0.0100 is installed, installer will run 4.0.0200 as an upgrade script.

6. Click the **Next** button. *The Ready to Install the Program window will open.*

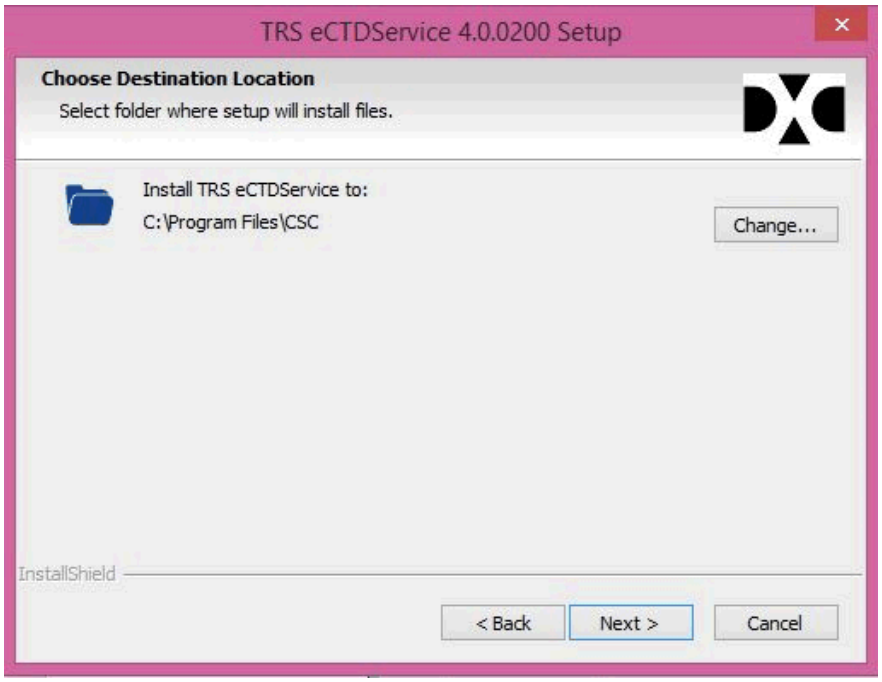


Figure 8-25: eCTDService Setup Location

Note: The Destination Location dialog box will appear only if you are installing eCTDService 4.0.0200 as a base installer. If version 4.0.0100 is installed, installer will run 4.0.0200 as an upgrade script.

7. Click the **Install** button. *The Setup Installshield Wizard Complete window will open. This step is applicable to both the upgrade and base process.*

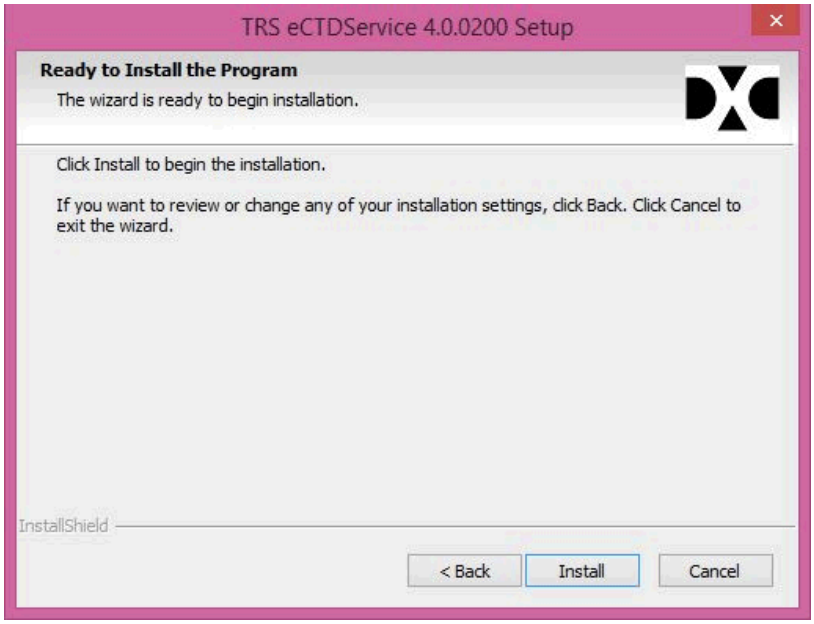


Figure 8-26: eCTDService 4.0.0200 Ready to Install Window

8. Click the **Finish** button. *The installation of the eCTDService has been completed.*

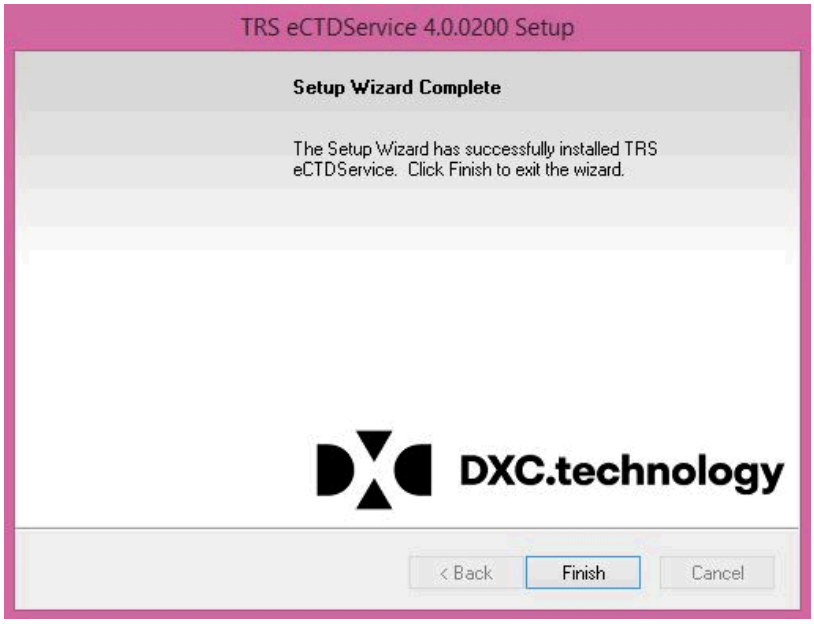


Figure 8-27: eCTDService Setup Completion Window

8.4 eCTDService 4.0.0300 Application Upgrade Installation

This section provides instructions for installing the eCTDService 4.0.0300.

Note: eCTDService 4.0.0300 installation is required only if TRS Viewer will be integrated with TRS Publishing.

1. Navigate to the location where the installation package has been placed. Open the eCTDService folder. Right-click on the **eCTDService 4.0.0300.exe** file and select **Run as administrator**. *This opens the Welcome page of the eCTD Service Setup Wizard.*

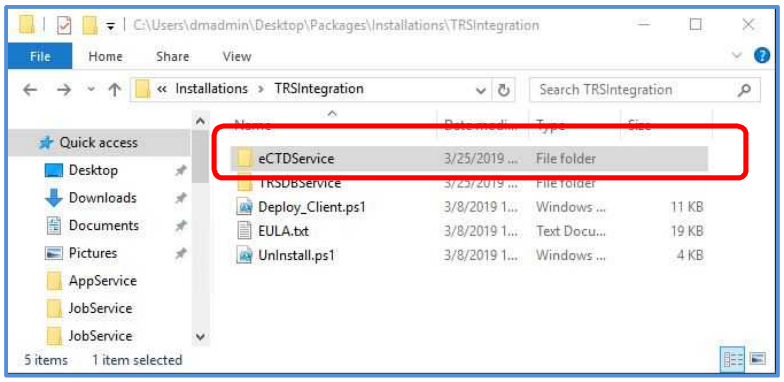


Figure 8-28: eCTDService Folder Selected

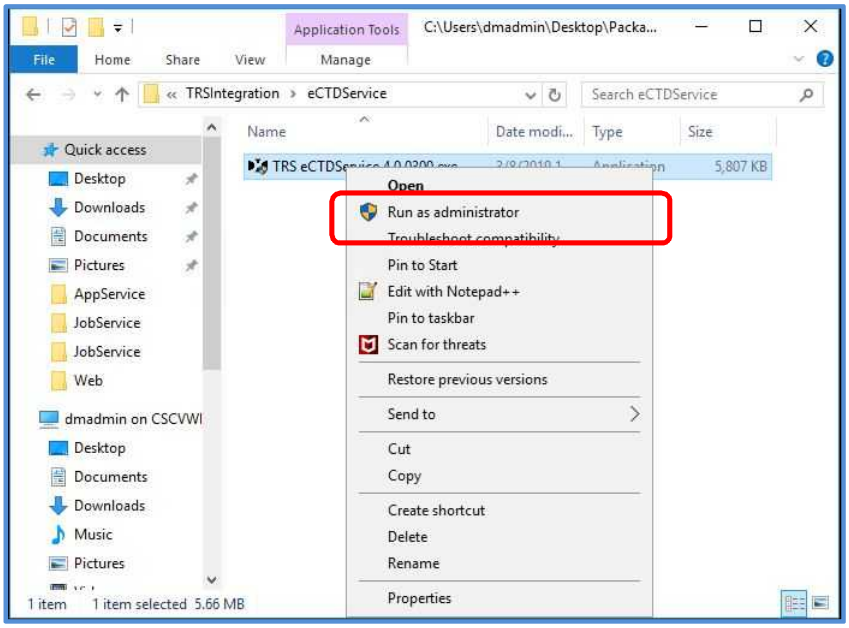


Figure 8-29: eCTDService4.0.0300.exe File Selected

9. Click the **Next** button on the Welcome page. *The License Agreement page of the wizard will be displayed.*

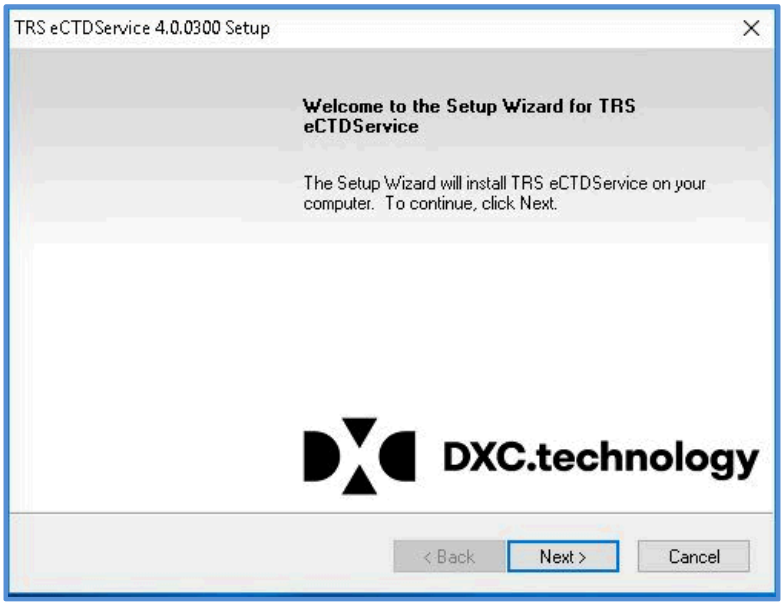


Figure 8-30: eCTDService 4.0.0300 Setup Window

10. Select the "**I accept the terms of the license agreement**" option. Then, click the **Next** button. *If installing the upgrade, the Ready to Install the Program window will display (skip to step 6.) If installing the base, the Prerequisites page of the wizard will be displayed (continue with step 4).*

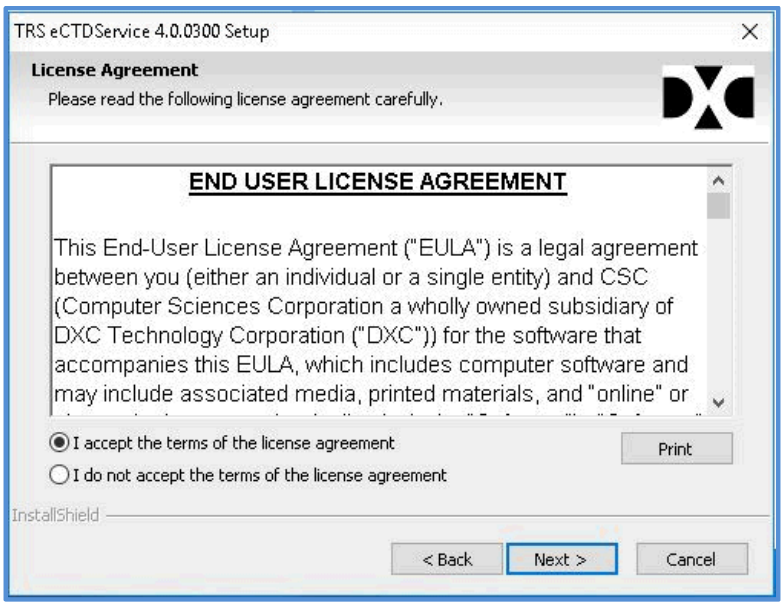


Figure 8-31: eCTDService 4.0.0300 License Agreement Window

11. Ensure all prerequisites have been detected. Click the **Next** button. *The Choose Destination Location window will open.*

Note: If any of the prerequisites are missing, the installation steps will not proceed.

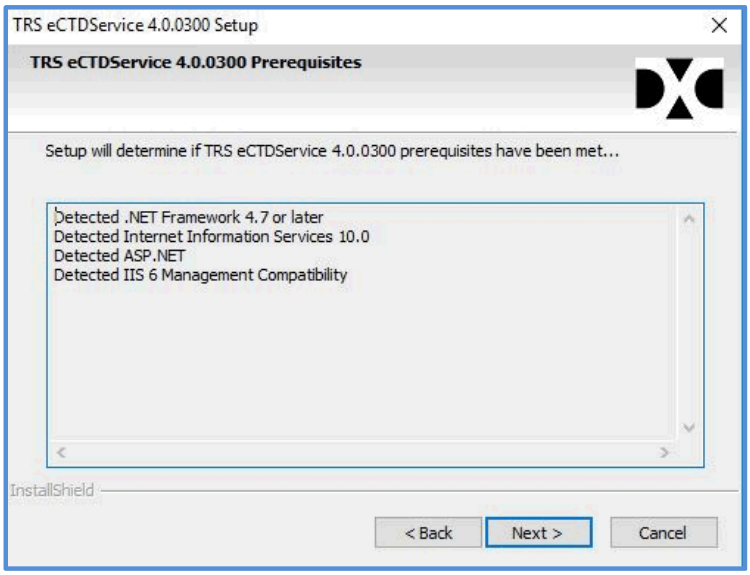


Figure 8-32: eCTDService 4.0.0300 Prerequisites

12. Update the database host service information for TRS Publishing, if the host service is deployed on another server. However, no changes are needed, if the host service is deployed on the same server.

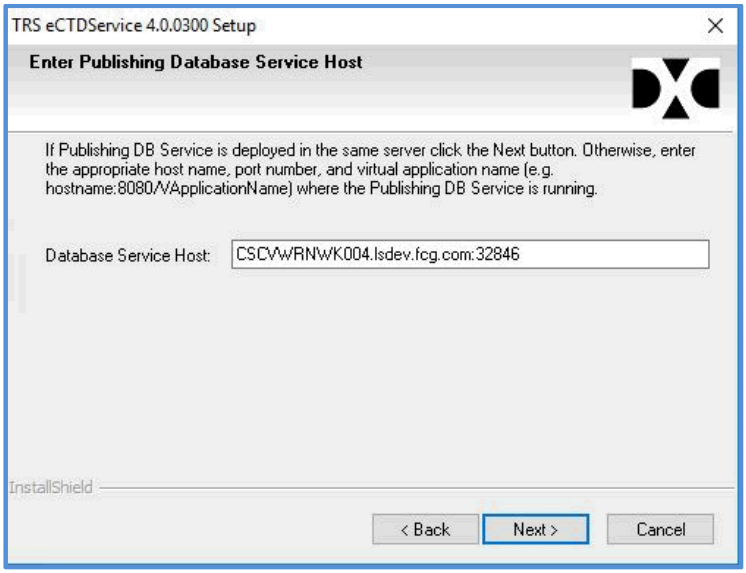


Figure 8-33: Publishing Host Service Information

13. Click the **Next** button. *The Ready to Install the Program window will open.*

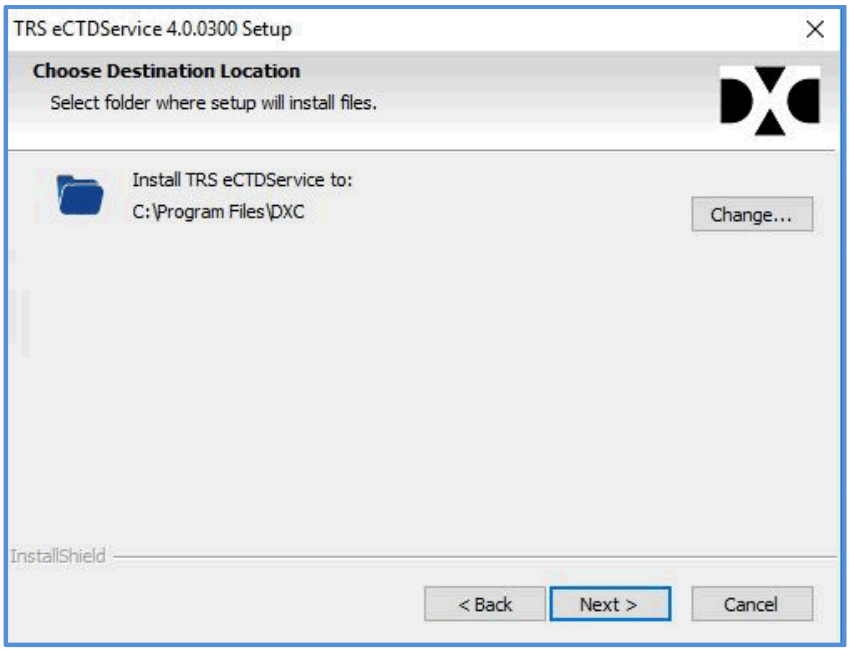


Figure 8-34: eCTDService Setup Location

14. Click the **Install** button. *The Setup Installshield Wizard Complete window will open. This step is applicable to both the upgrade and base process.*

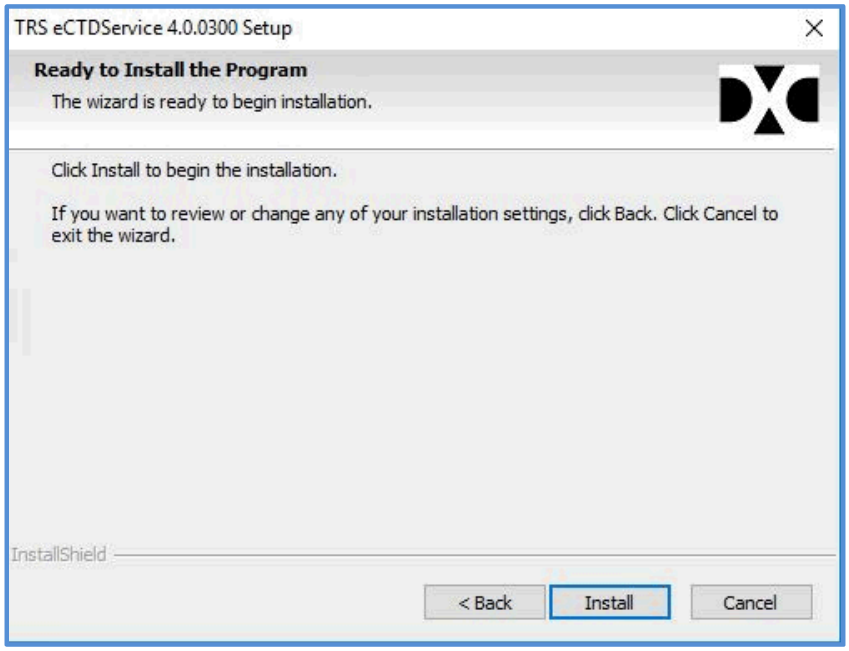


Figure 8-35: eCTDService 4.0.0300 Ready to Install Window

15. Click the **Finish** button. *The installation of the eCTDService has been completed.*

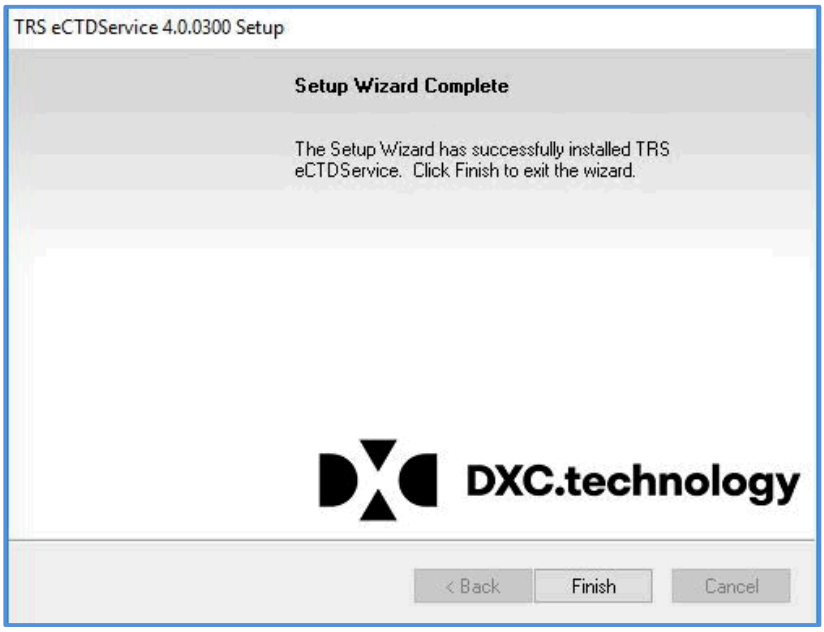


Figure 8-36: eCTDService Setup Completion Window

8.5 eCTDService Configuration Updates for TRS Publishing Server

Note: This section is applicable if eCTDService is installed in TRS Publishing Server in order to integrate TRS Viewer & TRS Publishing.
This will avoid the steps TRS DBService and Client Plugins to be installed on Viewer Server.

TRS Viewer can be integrated to TRS Publishing. In this section, we will discuss the necessary steps to properly integrate TRS Viewer and TRS Publishing. Following the below steps will avoid duplicate installation of some of the applications or services.

If the eCTDService is installed on a TRS Publishing Server, the TRS Database Service and Client Plugin are not required to be installed on a Viewer Server. This is an option available and it can be decided by the Client IT Administrator. Follow the below steps to go through the installation on TRS Publishing Server.

1. Ensure TRS Publishing 4.0.0200 is installed on the Server where eCTDService 4.0.0200 will be installed.
2. Double click the eCTDService 4.0.0200 installer with elevated privileges and follow the on-screen instructions. (See sectioneCTDService 4.0.0200 Application Base/Upgrade Installation).
3. Once eCTDService 4.0.0200 has been installed successfully, open the eCTDService Web.config file such as: **E:\TRSSites\Viewer\eCTDService)**.

Figure 8-37: eCTDService 4.0.0200 Web.config File

4. Update the **ClientPluginPath** configuration value with the path where TRS Client Plugins are installed.
5. Go the Server where Viewer 4.0.0200 is installed, open the **IEctdXPressService.config** file in notepad editor from the following locations: **E:\CSC\Viewer\Web**; **E:\CSC\Viewer\AppService**; and **E:\CSC\Viewer\JobService**.
6. Update the endpoint address with the TRS Publishing Server name where eCTDService is installed.

Figure 8-38: IEctdXPressService.config File

8.6 eCTDService AppPool

Following the steps provided to update ***eCTDServiceAppPool*** Identity with **LocalSystem**.

1. Launch **IIS** and select the **Application Pools** in the left pane.
2. From the right-pane, right-click and select **eCTDServiceAppPool**.
3. Select ***eCTDServiceAppPool*** from the right panel and right click
4. In the **Advanced Settings** dialog box, select the **Identity** option.
5. From the Application Pool Identity dialog box, select ***Built-in*** account with **LocalSystem** user
6. Click on **OK** to close the dialogs

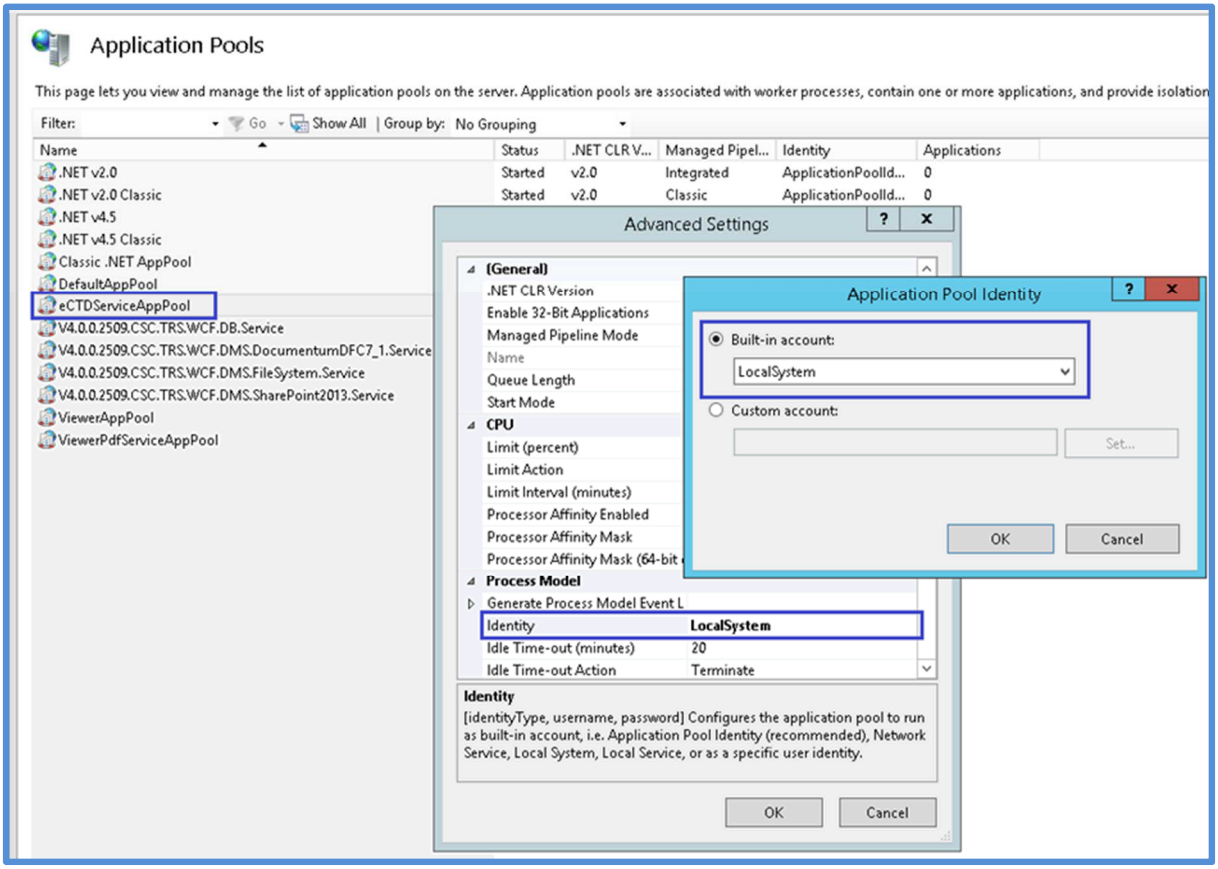


Figure 8-39: eCTD AppPool Process

9.0 Virtual Link Manager Application Installation

Notes:

- This chapter assumes that there are no existing versions of Virtual Link Manager installed. The installation steps depicted in this chapter are for a "base" installation.
- When installing VLM on a client machine it is recommended to copy the installation files to the local machine. This is recommended to avoid errors that may occur when installing from a network location. Once the files are on the local machine, right click on the executable file and select, Run as Administrator.

9.1 Virtual Link Manager 4.0.0000 Base Installation

This section outlines the necessary steps for installing Virtual Link Manager 4.0.0000 base script. This installation is contained within a single installer. If a previous version of the software has been installed, the system will prompt to uninstall previous version prior to installing the newer version.

9.1.1 Virtual Link Manager 4.0.0000 Base Installation Process

1. Locate and open the **VLM** folder. Right-click the **VLM 4.0.0000.exe** file, and then select **Run as Administrator** to start the installation process. *The Preparing Setup screen will briefly display, and then the Virtual Link Manager 4.0.0000 Installshield Wizard will appear.*

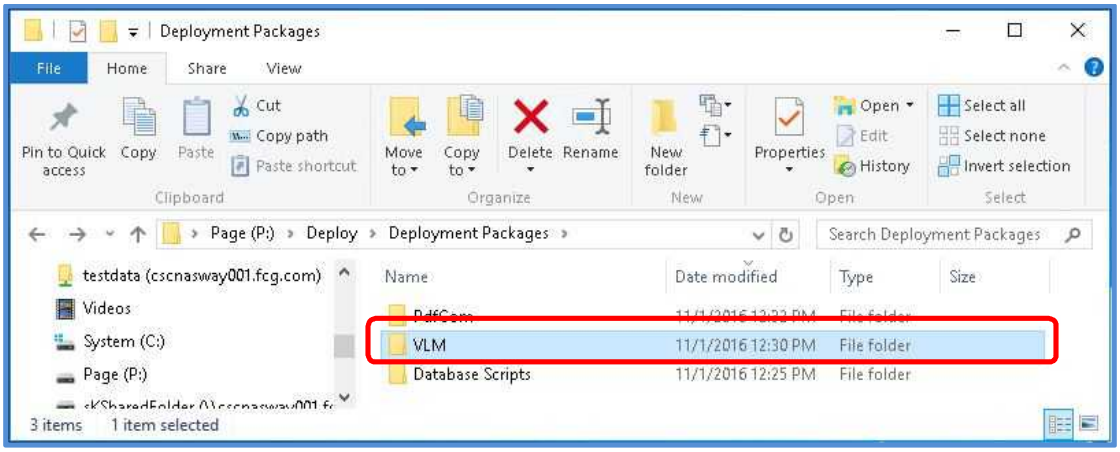


Figure 9-1: Virtual Link Manager Folder

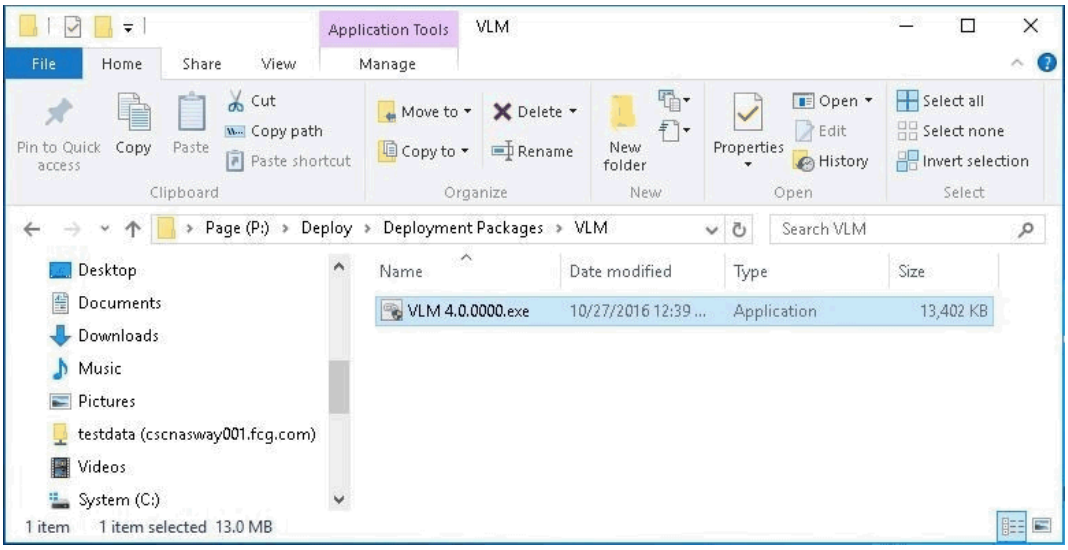


Figure 9-2: Virtual Link Manager 4.0.0000.exe File

2. From the **InstallShield Wizard for VLM** menu, click the **Next** button to proceed. *The License Agreement dialog box will appear.*

Figure 9-3: Virtual Link Manager 4.0.0000 Setup Window

3. From the **License Agreement** dialog box, select the **I accept the terms of the license agreement** radio button to accept the license agreement.

Click the **Next** button to proceed. *The Select License Type dialog box will appear.*

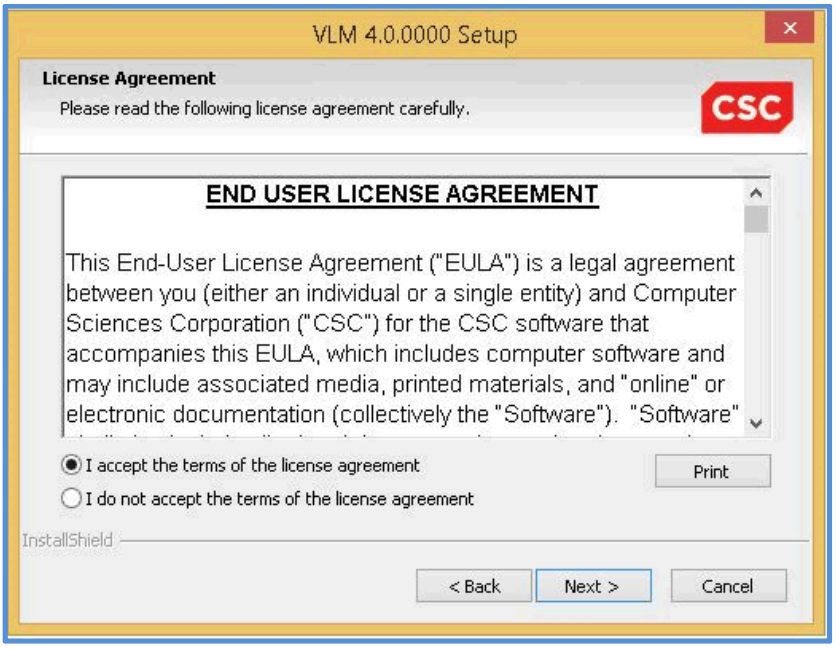


Figure 9-4: VLM 4.0.0000 License Agreement Window

4. From the **Select License Type** dialog box, select the desired license type, then click the **Next** button to proceed. *The Virtual Link Manager Integration dialog box will appear.*

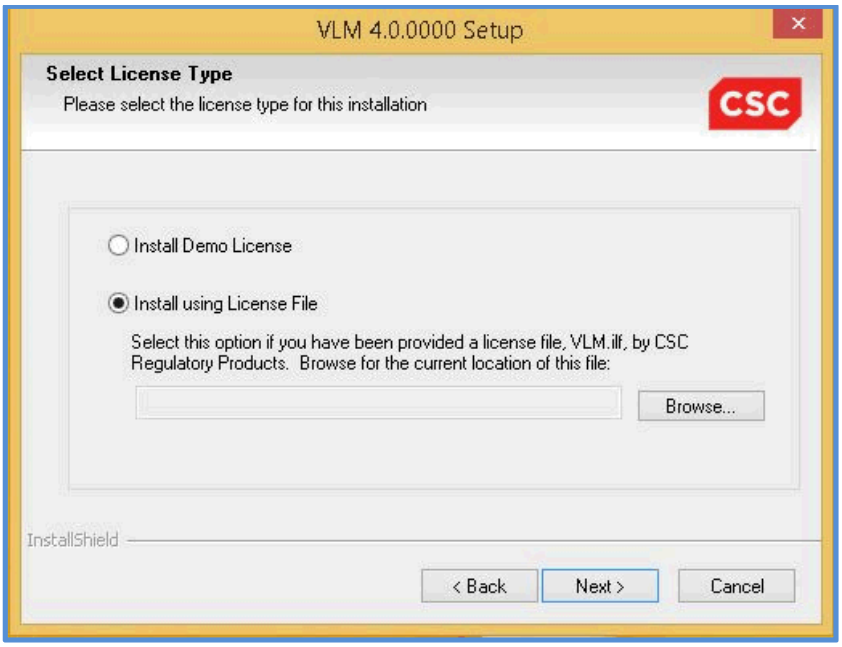


Figure 9-5: VLM 4.0.0000 License Type Window

- If the **Install Demo Version** radio button is selected, a 30-day trial version of VLM will be installed.
- If the **Install using License File** radio button is selected, be sure a **License File** was provided by CSC and use the **Browse** button to locate the **VLM.ilf** licensing file.

5. From the **Virtual Link Manager Integration** dialog box, select the check box of the product(s) (eCTDXPress and/or Publisher) for which VLM will be installed, then click the **Next** button to proceed. *The Virtual Link Manager Pre-requisites dialog box will appear.*

Note: If Publisher is selected to be used in conjunction with VLM 4.0.0000, PDFCom will need to be installed. Regardless of selection, the ISIPolicy will be installed.

6. The **Virtual Link Manager Pre-requisites** dialog box displays whether or not the setup has determined if the Virtual Link Manager pre-requisites have been met. Simply click the **Next** button to proceed. *The Enter WebServer Location dialog box will appear.*

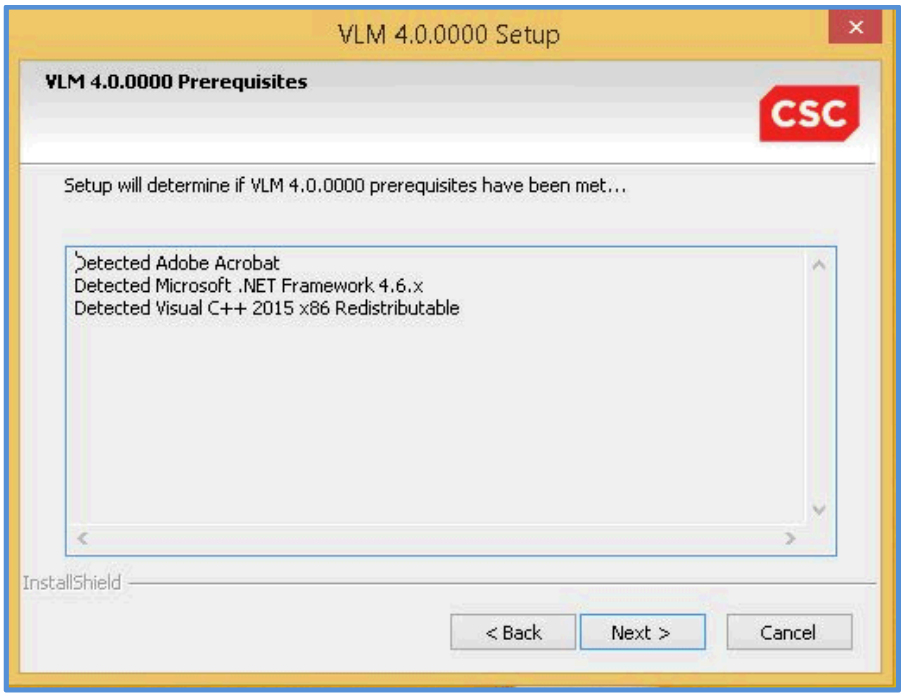


Figure 9-6: VLM 4.0.0000 Pre-requisites Window

7. From the **VLM Install Location** dialog box, click the **Next** button to keep the default location. The **Change** button allows a user to select an

alternate installation location. *The Enter DMS/Session Agent Host Location dialog box will appear.*

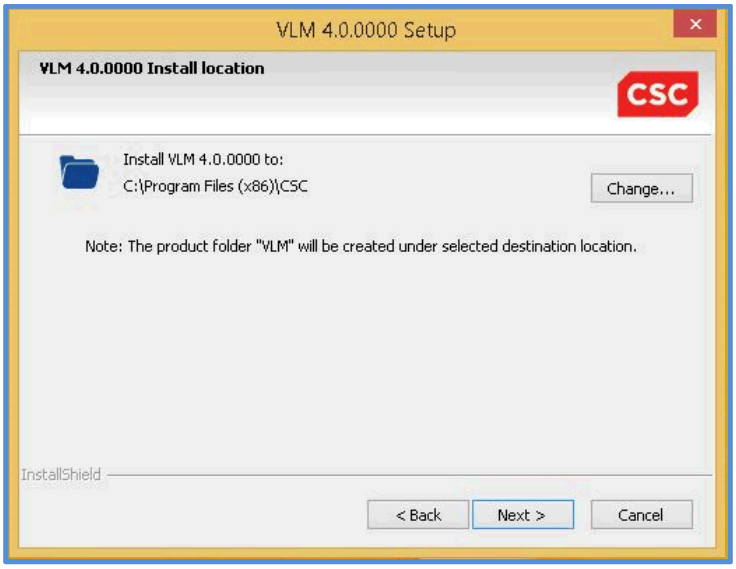


Figure 9-7: VLM 4.0.0000 Install Location Window

8. From the **Database and DMS Service Host** dialog box, enter the Database Service host, File System Hot, DFC 7.1 Service Host, and SharePoint 2013 Service host are running. *Click the **Next** button to proceed. The Ready to Install the Program dialog box will appear.*

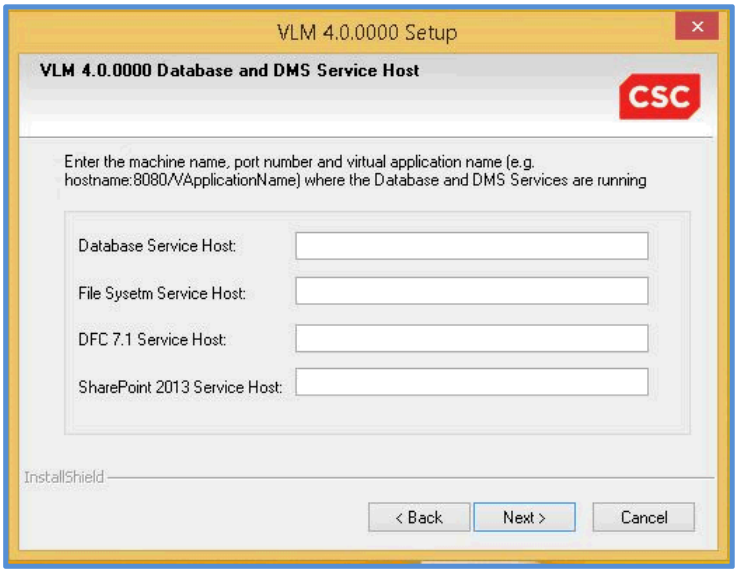


Figure 9-8: VLM 4.0.0000 Session Agent Hot Location Window

Note: The DMS/Session Agent Host information must be entered here. If left blank, the following error message will appear when opening a PDF document: "Failed to initialize, Link Manager Agent cannot recognize agent server address".

9. From the **Ready to Install the Program** dialog box, click the **Install** button to initiate the installation. The Setup Status dialog box will appear, and afterward, the InstallShield Wizard Complete dialog box will appear.

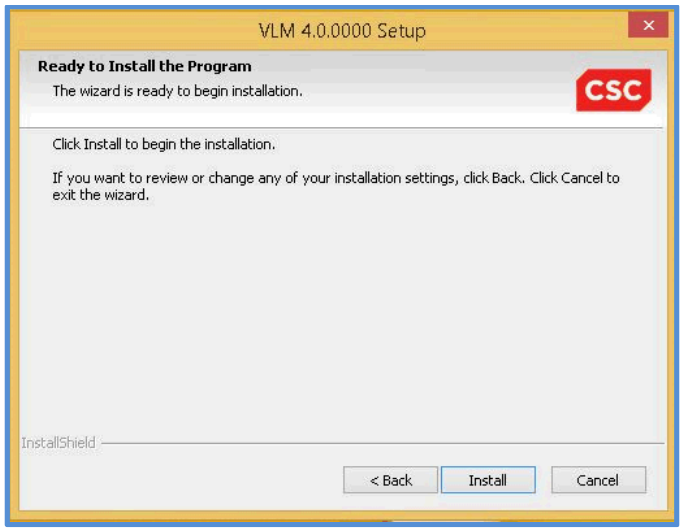


Figure 9-9: VLM 4.0.0000 Ready to Install Window

10. From the **Installation Wizard Complete** dialog box, click the **Finish** button. *The final dialog box will close, as the installation is now complete.*

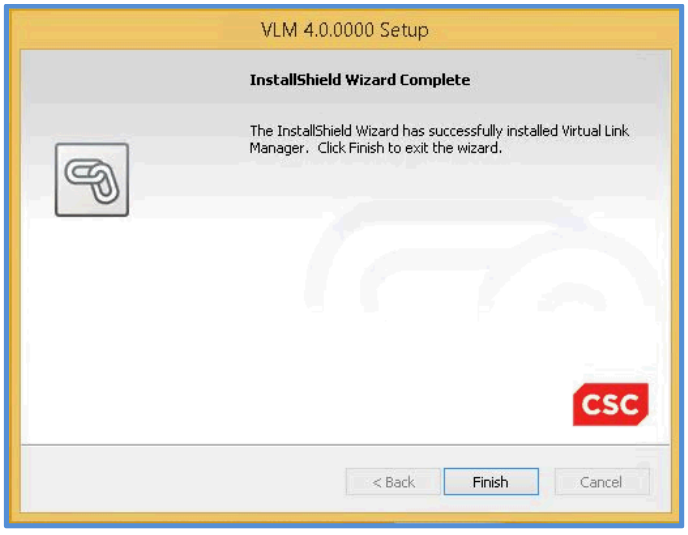


Figure 9-10: VLM 4.0.0000 Installation Wizard Complete Window.

9.2 Virtual Link Manager 4.0.0100 Base/Upgrade Installation Process

1. Locate and open the VLM folder. Right-click the VLM 4.0.0100.exe file, and then select Run as Administrator to start the installation process. *The Preparing Setup screen will briefly display, and then the Virtual Link Manager 4.0.0100 Installshield Wizard will appear.*

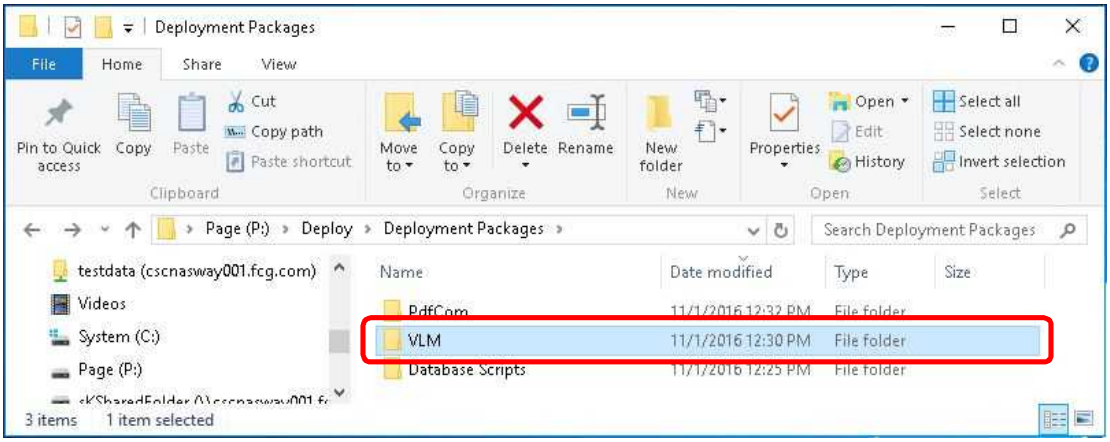


Figure 9-11: Virtual Link Manager Folder

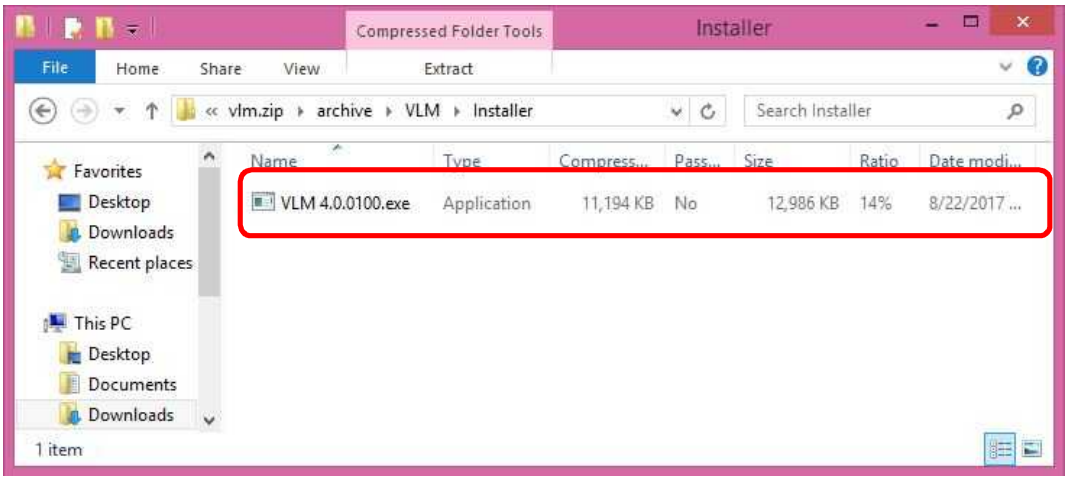


Figure 9-12: Virtual Link Manager 4.0.0100.exe File

2. From the InstallShield Wizard for VLM menu, click the Next button to proceed. *The License Agreement dialog box will appear.*

Figure 9-13: Virtual Link Manager 4.0.0100 Setup Window

3. From the License Agreement dialog box, select the I accept the terms of the license agreement radio button to accept the license agreement. Click the Next button to proceed. *The Select License Type dialog box will appear.*

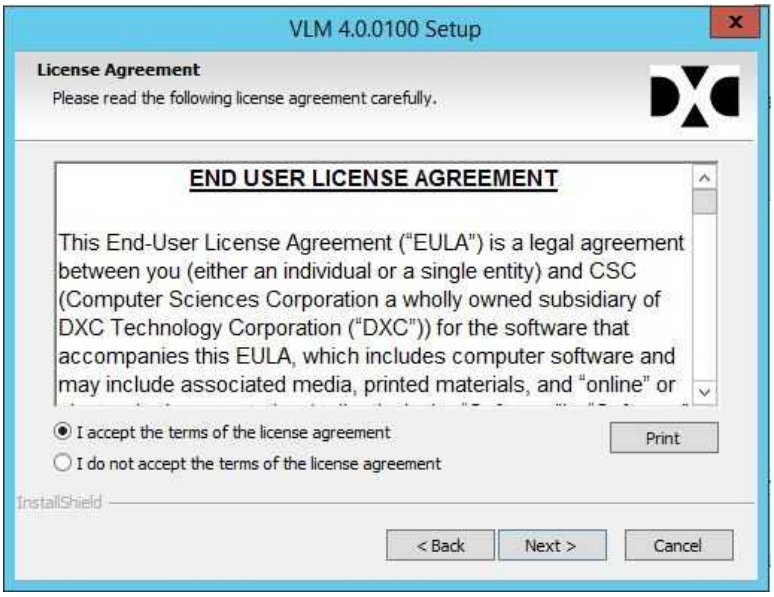


Figure 9-14: VLM 4.0.0100 License Agreement Window

4. From the Select License Type dialog box, select the desired license type, then click the Next button to proceed. *The Virtual Link Manager Integration dialog box will appear.*

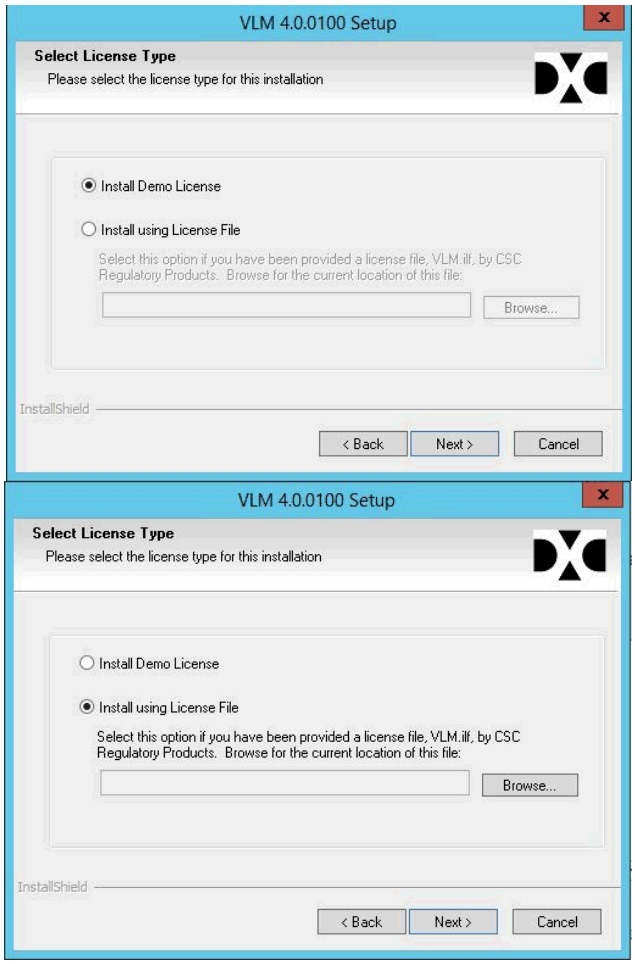


Figure 9-15: VLM 4.0.0100 License Type Window

- If the Install Demo Version radio button is selected, a 30-day trial version of VLM will be installed.
- If the Install using License File radio button is selected, be sure a License File was provided by DXC and use the Browse button to locate the VLM.ilf licensing file.

5. The Virtual Link Manager Pre-requisites dialog box displays whether the setup has determined if the Virtual Link Manager pre-requisites have been met. Simply click the Next button to proceed. *The Enter WebServer Location dialog box will appear.*

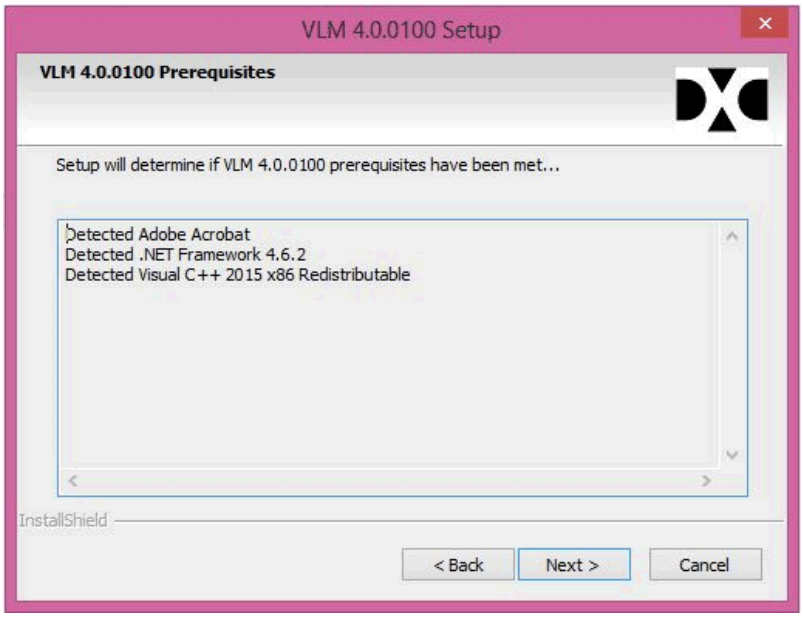


Figure 9-16: VLM 4.0.0100 Pre-requisites Window

6. From the VLM Install Location dialog box, click the Next button to keep the default location. The Change button allows a user to select an alternate installation location. *The Enter DMS/Session Agent Host Location dialog box will appear.*

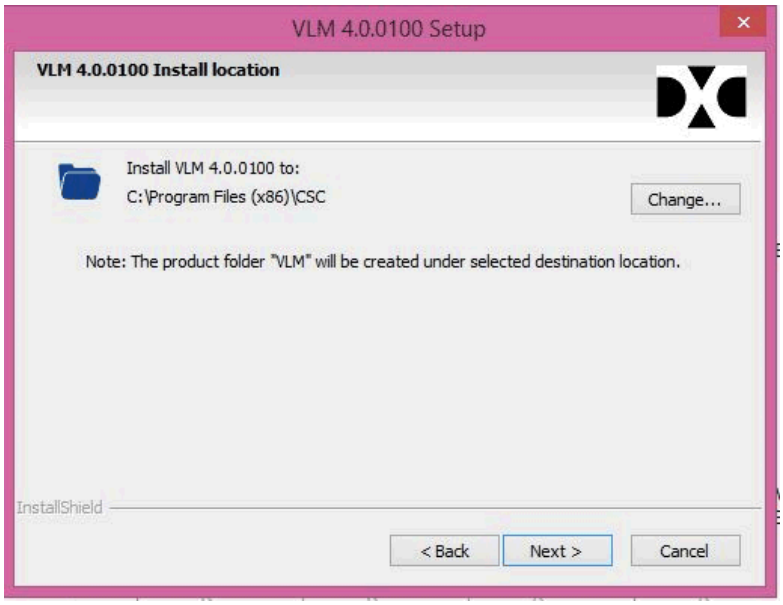


Figure 9-17: VLM 4.0.0100 Install Location Window

7. From the Database and DMS Service Host dialog box, enter the Database Service host, File System Host, DFC 7.1 Service Host, SharePoint 2013 Service Host, Open Text Service Host and VeevaVault Service Host Service that are running (Usually this will be the Server used for deploying TRS 4.0). *Enter the Click the Next button to proceed. The Ready to Install the Program dialog box will appear.*

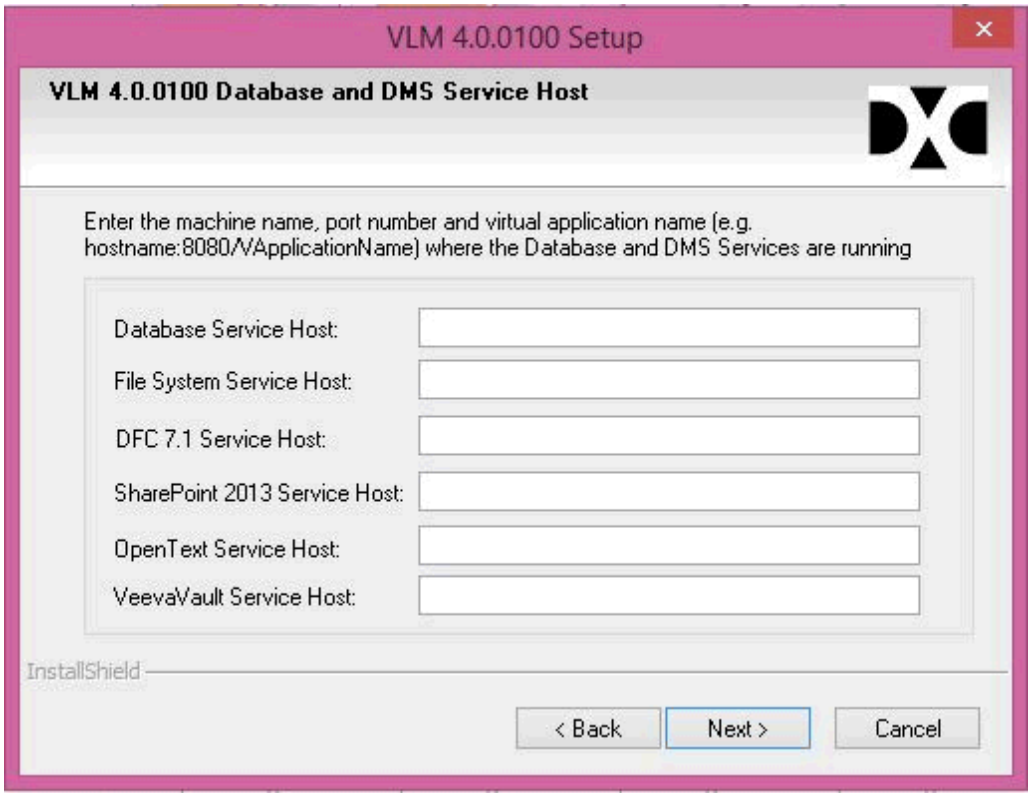


Figure 9-18: VLM 4.0.0100 Agent Host Location Window

Note: The Database Service Host information must be entered here. If left blank, the following error message will appear when opening a PDF document: "Failed to initialize, Link Manager Agent cannot recognize agent server address".

8. From the Ready to Install the Program dialog box, click the Install button to initiate the installation. The Setup Status dialog box will appear, and afterward, the InstallShield Wizard Complete dialog box will appear.

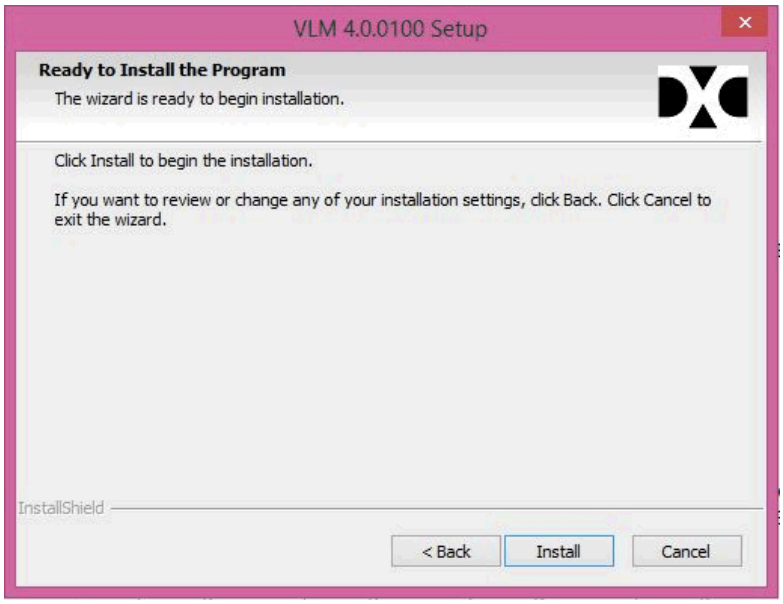


Figure 9-19: VLM 4.0.0100 Ready to Install Window

9. From the Enter Application Service dialog box, enter the Application Service Name and click the Next button. *The Application Service name is the name of the Server where DMS and DB Service are located.*

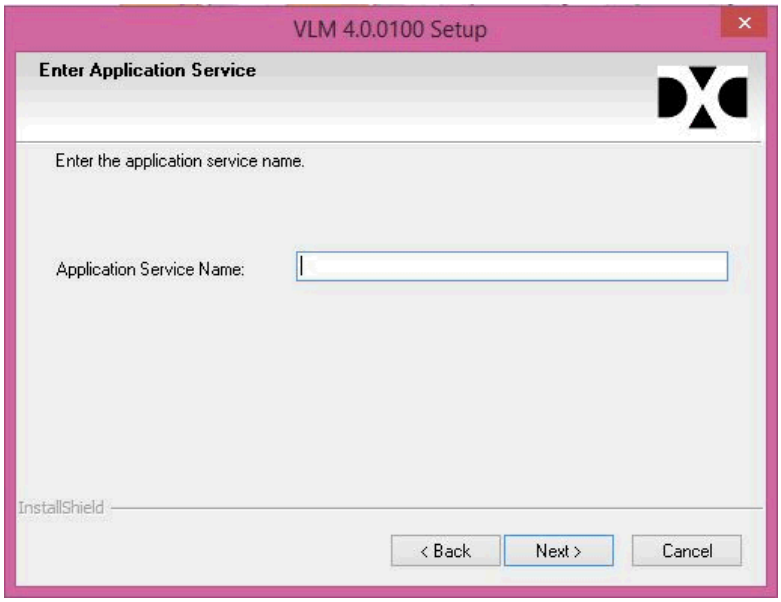


Figure 9-20: VLM Application Service Name

10. From the Installation Wizard Complete dialog box, click the Finish button.
The final dialog box will close, as the installation is now complete.

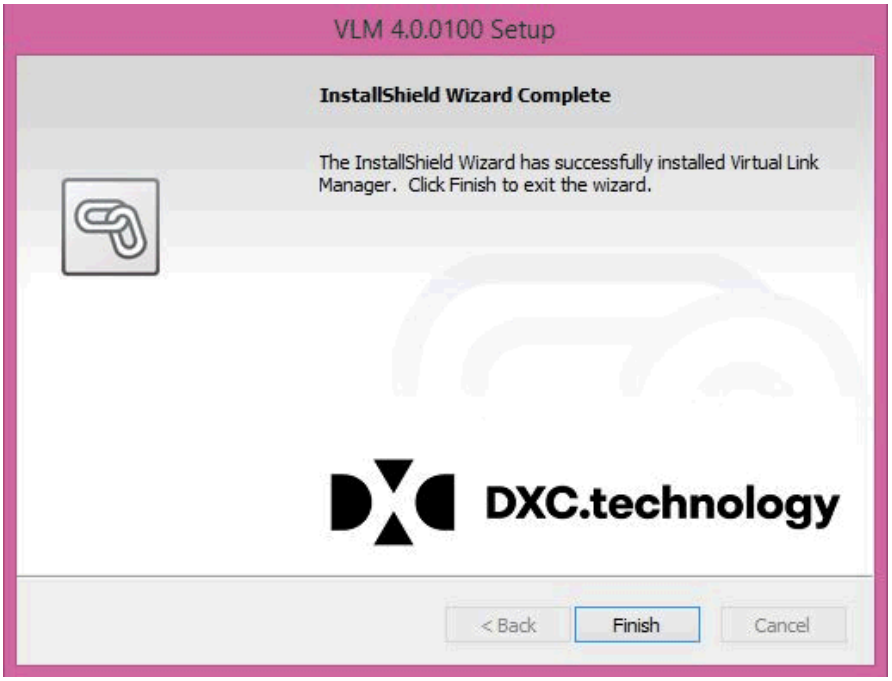


Figure 9-21: VLM 4.0.0100 Installation Wizard Complete Window

9.3 Virtual Link Manager 4.0.0200 Base/Upgrade Installation Process

Note: The VLM 4.0.0200 is also applicable for Viewer 4.0.0300.

1. Locate and open the VLM folder. Right-click the VLM 4.0.0200.exe file, and then select Run as Administrator to start the installation process. *The Preparing Setup screen will briefly display, and then the Virtual Link Manager 4.0.0200 Installshield Wizard will appear.*

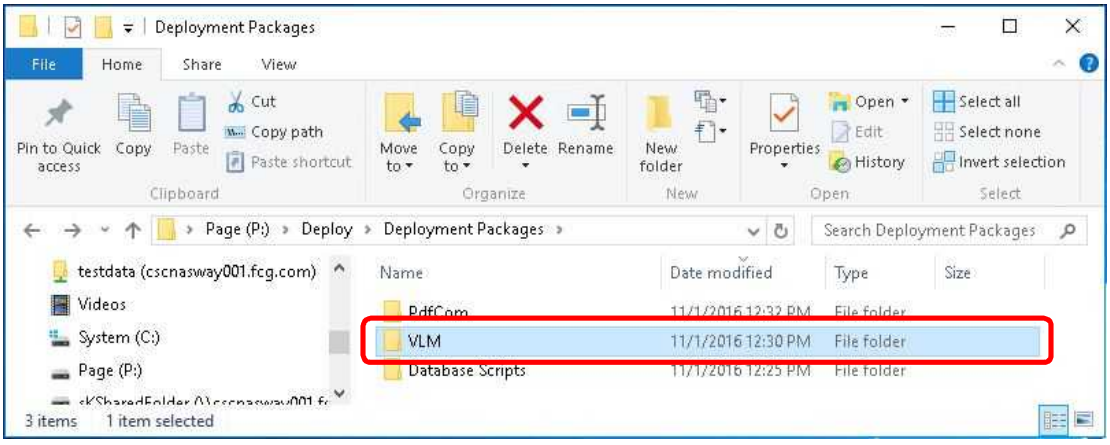


Figure 9-22: Virtual Link Manager Folder

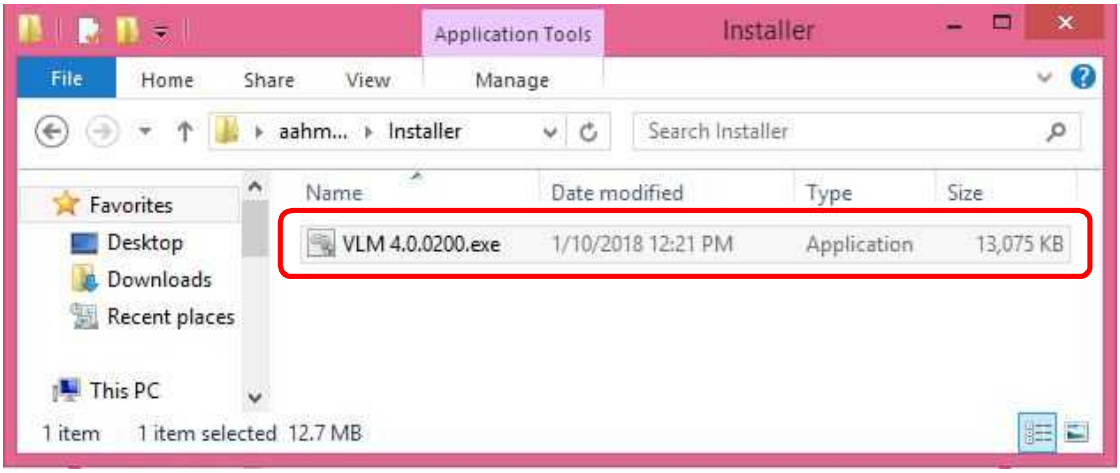


Figure 9-23: Virtual Link Manager 4.0.0200.exe File

2. From the InstallShield Wizard for VLM menu, click the **Next** button to proceed. *The License Agreement dialog box will appear.*

Figure 9-24: Virtual Link Manager 4.0.0200 Setup Window

3. From the License Agreement dialog box, select the I accept the terms of the license agreement radio button to accept the license agreement. Click the Next button to proceed. *The Select License Type dialog box will appear.*

Figure 9-25: VLM 4.0.0200 License Agreement Window

4. From the Select License Type dialog box, select the desired license type, then click the Next button to proceed. *The Virtual Link Manager Integration dialog box will appear.*

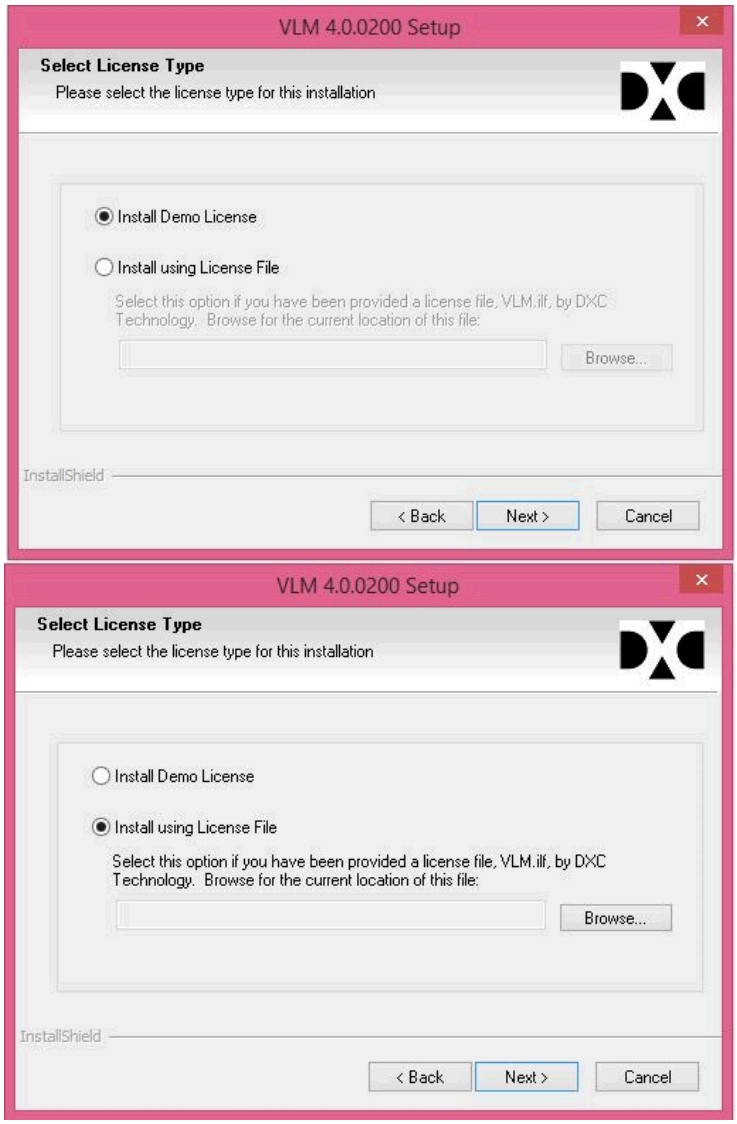


Figure 9-26: VLM 4.0.0200 License Type Window

- If the Install Demo Version radio button is selected, a 30-day trial version of VLM will be installed.
- If the Install using License File radio button is selected, be sure a License File was provided by DXC and use the Browse button to locate the VLM.ilf licensing file.

Note: The VLM License Type dialog box will appear only if you are installing VLM 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade installer.

5. The Virtual Link Manager Pre-requisites dialog box displays whether the setup has determined if the Virtual Link Manager pre-requisites have been met. Simply click the Next button to proceed. *The Enter WebServer Location dialog box will appear.*

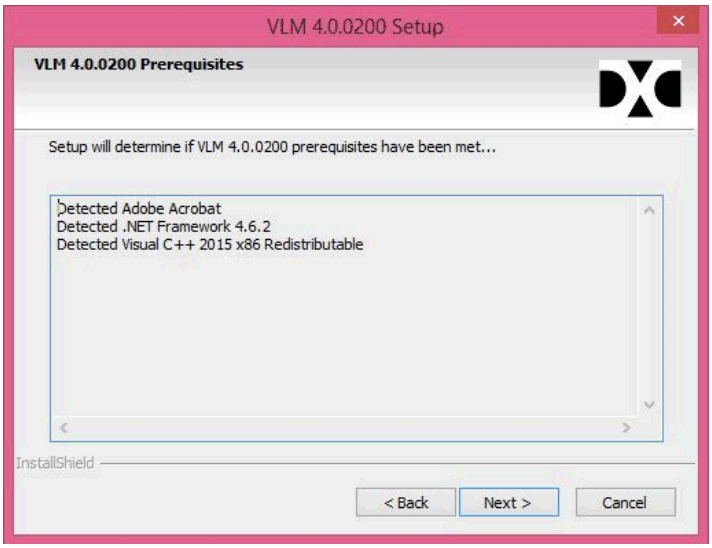


Figure 9-27: VLM 4.0.0200 Pre-requisites Window

Note: The VLM Prerequisites dialog box will appear only if you are installing VLM 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as in upgrade script.

6. From the VLM Install Location dialog box, click the Next button to keep the default location. The Change button allows a user to select an alternate installation location. *The Enter DMS/Session Agent Host Location dialog box will appear.*

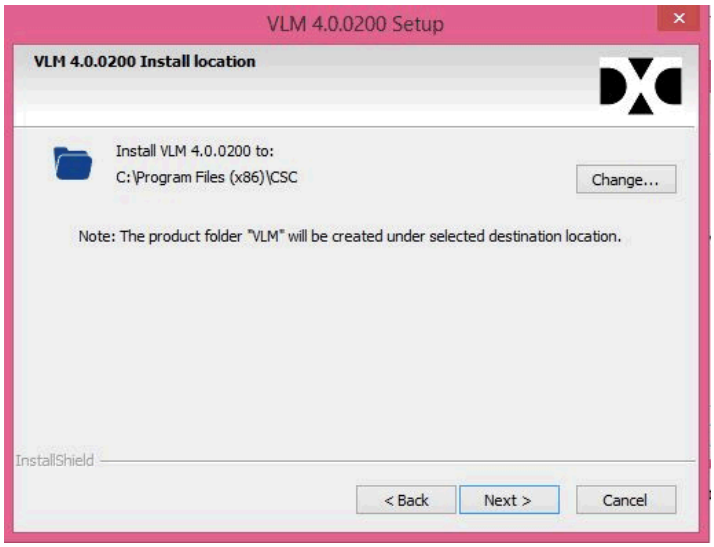


Figure 9-28: VLM 4.0.0200 Install Location Window

Note: The VLM Install Location dialog box will appear only if you are installing VLM 4.0.0200 as a base installer. If version 4.0.0100 is installed, install will run 4.0.0200 as an upgrade script.

7. From the Database and DMS Service Host dialog box, enter the Database Service host, File System Host, DFC 7.1 Service Host, SharePoint 2013 Service Host, Open Text Service Host and VeevaVault Service Host Service that are running (Usually this will be the Server used for deploying TRS 4.0). *Enter the Click the Next button to proceed. The Ready to Install the Program dialog box will appear.*

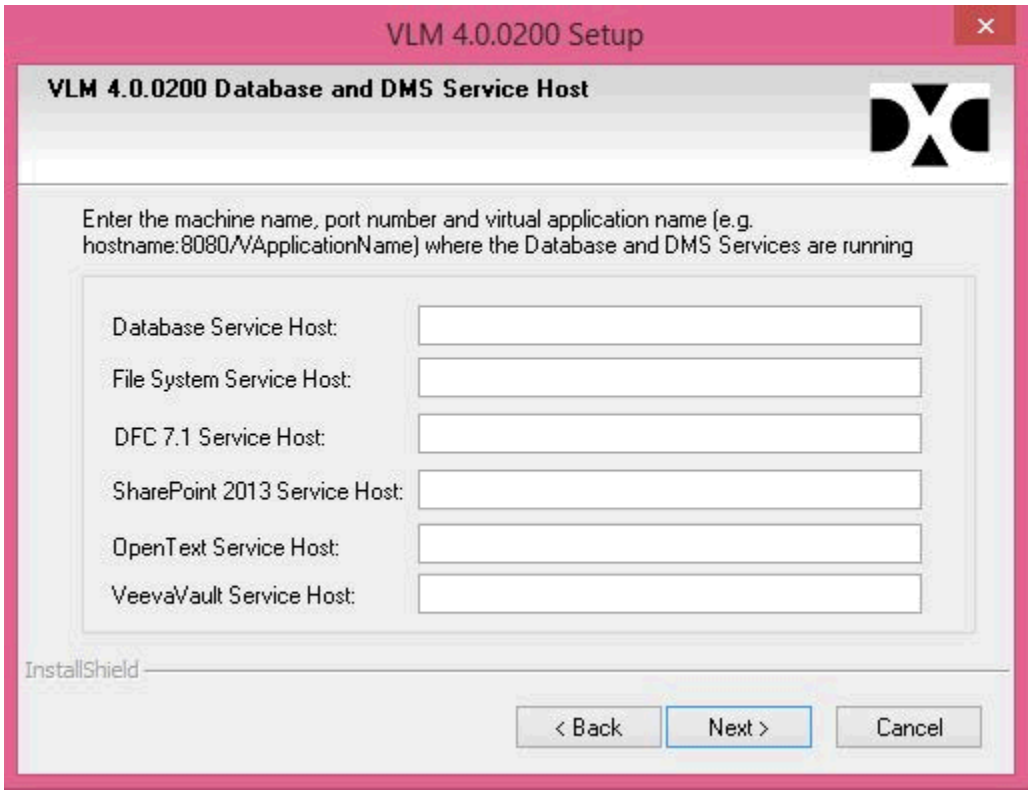


Figure 9-29: VLM 4.0.0200 Agent Host Location Window

Note: The Database and DMS Host dialog box will appear only if you are installing VLM 4.0.0200 as a base installer. If version 4.0.0100 is installed, installer will run 4.0.0200 as an upgrade script.

Note: The Database Service Host information must be entered here. If left blank, the following error message will appear when opening a PDF document: "Failed to initialize, Link Manager Agent cannot recognize agent server address".

8. From the Ready to Install the Program dialog box, click the Install button to initiate the installation. The Setup Status dialog box will appear, and afterward, the InstallShield Wizard Complete dialog box will appear.

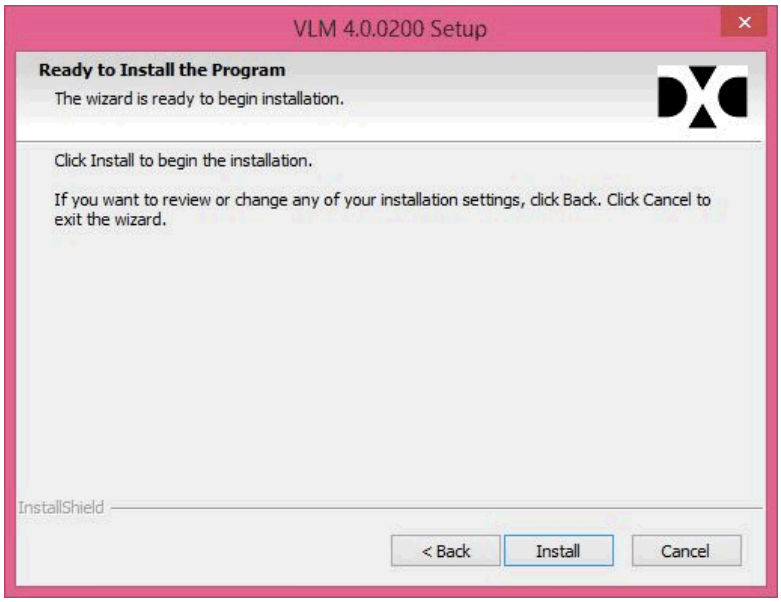


Figure 9-30: VLM 4.0.0100 Ready to Install Window

9. From the Enter Application Service dialog box, enter the Application Service Name and click the Next button. *The Application Service name is the name of the Server where DMS and DB Service are located.*

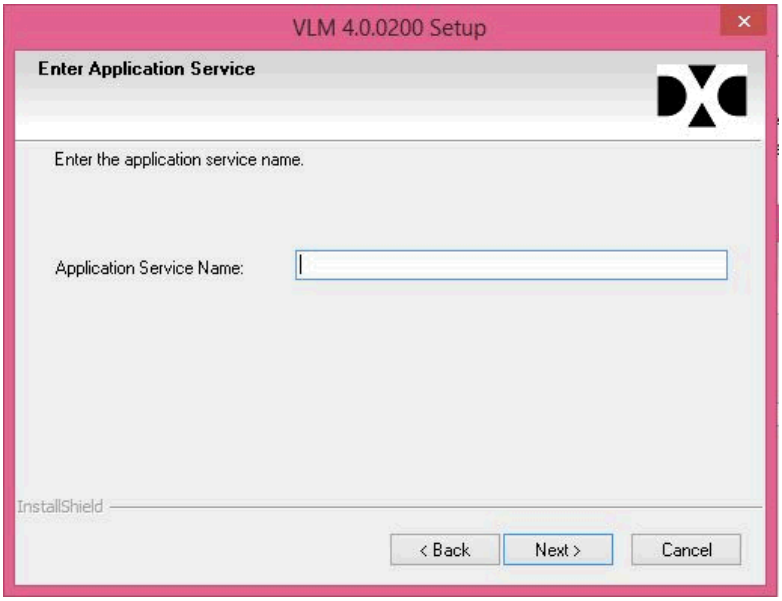


Figure 9-31: VLM Application Service Name

10. From the Installation Wizard Complete dialog box, click the **Finish** button.
The final dialog box will close, as the installation is now complete.

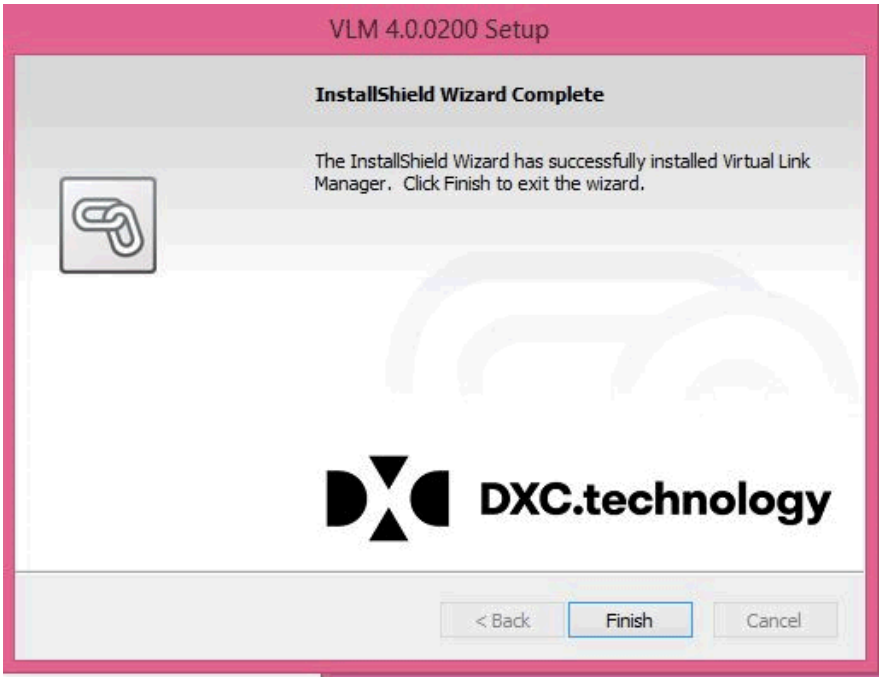


Figure 9-32: VLM 4.0.0200 Installation Wizard Complete Window

10.0 TRS Integration Client Installer

Installing the TRSClient and plugin installers provide the ability to pull "In Progress eCTDs" from eCTDXPress. The TRSClient and plugin installers should be installed once the eCTDService has been installed.

10.1 TRS Publishing Client Plugin Installation for 4.0.000, 4.0.0100, 4.0.0200 & 4.0.0300

This section provides the steps to run the Client Plugin installations, which will provide TRS Viewer with the ability to pull archived dossiers from various DMS's. If TRS Viewer is installed on a server where an TRS PUBLISHING installation exists and the DMS Integration has been installed, it is **not necessary** to run these again. Check Programs and Features to see if they are installed.

10.1.1 PowerShell Deployment for All Client Plugins

1. Ensure user has administrative privileges on the machine. Access the Client Plugin folder.

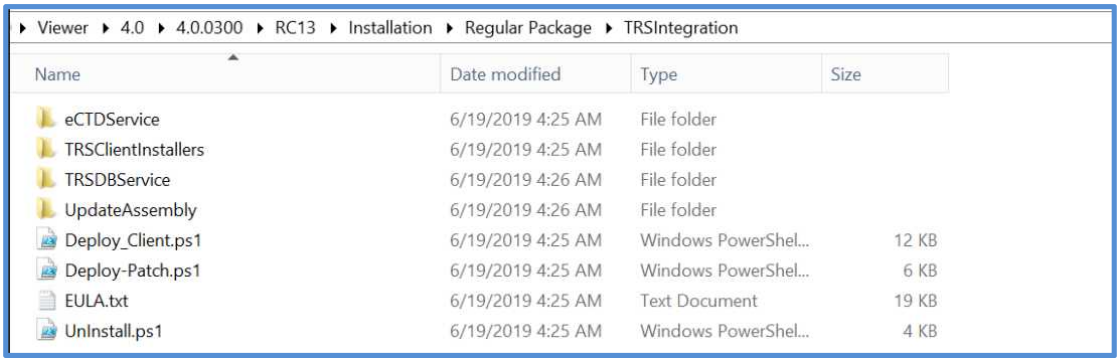
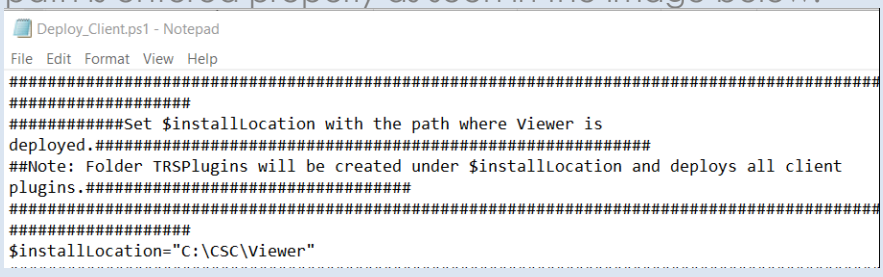


Figure 10-1: Client Plugin Folder Content

Note: Right-Click on the Deploy_Client.ps1 file and Edit it in notepad. Ensure the path is entered properly as seen in the image below.



2. Right-Click on the **Deploy_Patch.ps1** file to update from version 4.0.0200 to 4.0.0300. *Ensure the path is entered properly as seen in the image below.*

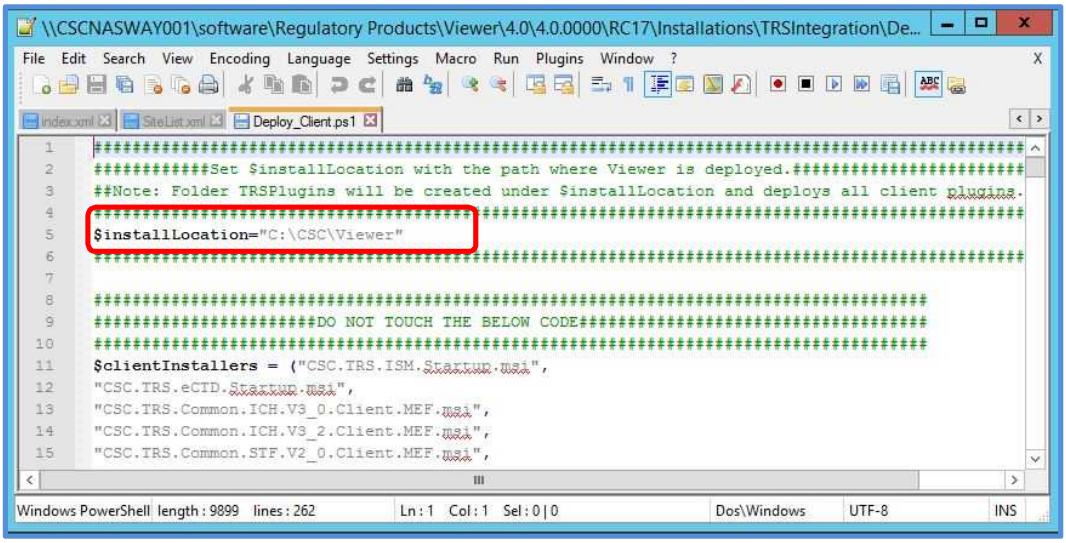
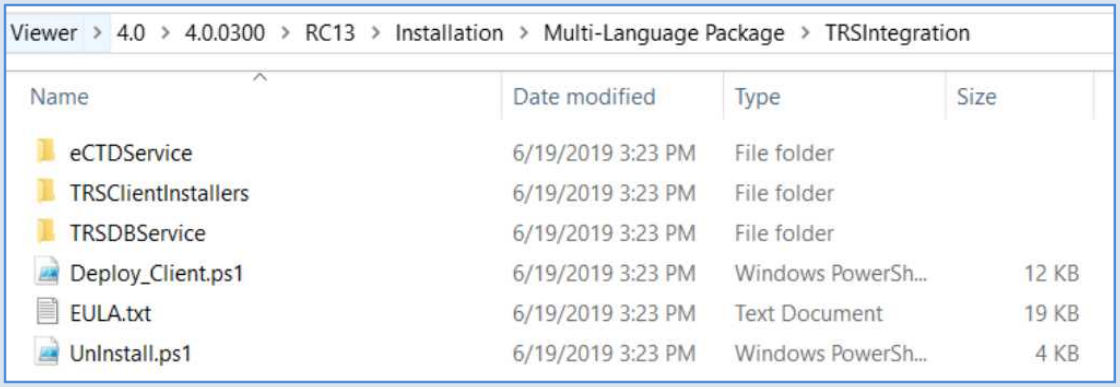


Figure 10-2: Installation Location

Note: If the TRS Viewer 4.0.0300 regular package is installed, the Deploy-Patch.ps1 is available in the package. The user must run Deploy-Patch.ps1 (as explained in the above step 2) to proceed further.

Note: If the TRS Viewer 4.0.0300 Multi-language packaged is installed, the Deploy-Patch.ps1 does not exist in the package. Therefore, user must skip the above step 2.



2. Right-Click on the Windows PowerShell icon and select **Run as Administrator**. *The Windows PowerShell command box will open.*

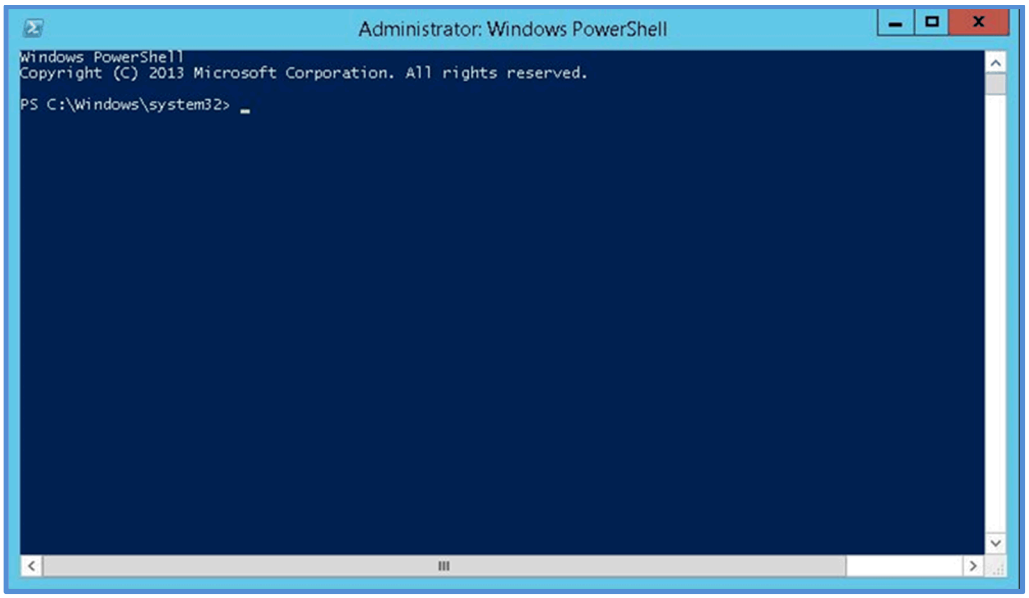


Figure 10-3: Windows PowerShell

Note: Ensure the Set-Execution Policy is set as unrestricted or you wont be able to upload or run the scripts.

Note: To check policy, type get-executionpolicy in the PowerShell window and press enter and should return unrestricted. If you see any other messages, run "set-executionpolicy unrestricted"

Note: Ensure the location entered in the PowerShell Window matches with the location defined in the SiteList.xml or the powershell script will not work. It may be necessary to paste the installation package to the location defined in the Sitelist.xml

3. In order to connect to the directory where files are located, enter the folder location in the command prompt such as E**:\TRS ViewerPackages\Installation\TRSIntegration.** Press the **Enter** key.

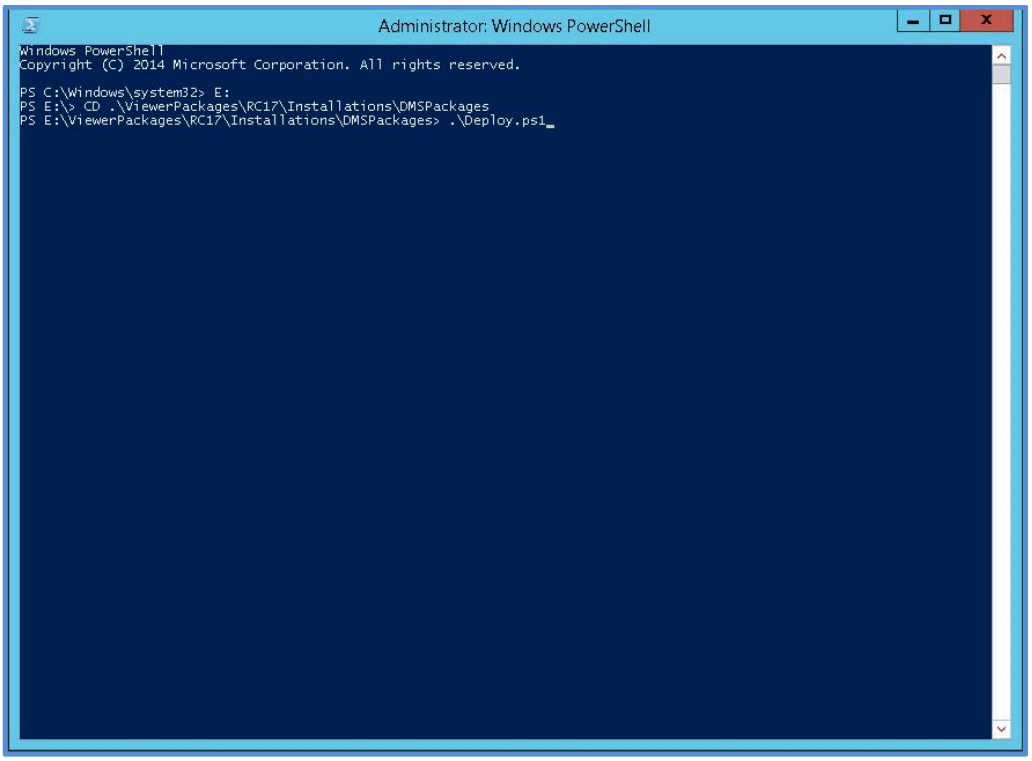


Figure 10-4: Start of Client Plugin Installation

4. In the next command, **Enter** .\deploy.ps1 and press the **Enter** key.

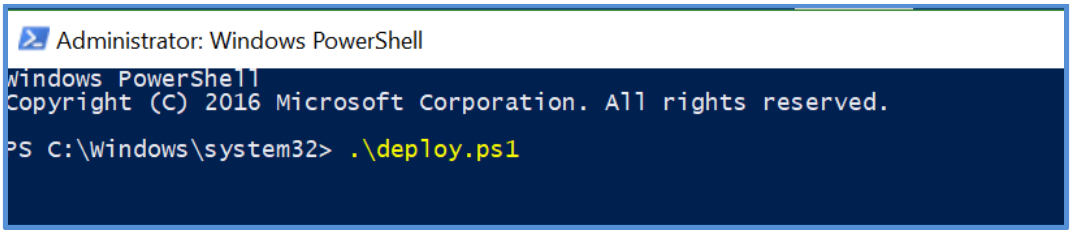


Figure 10-5: PowerShell Window Showing Deploy.ps1

5. The deployment process displays the EULA using PowerShell's paging capabilities.

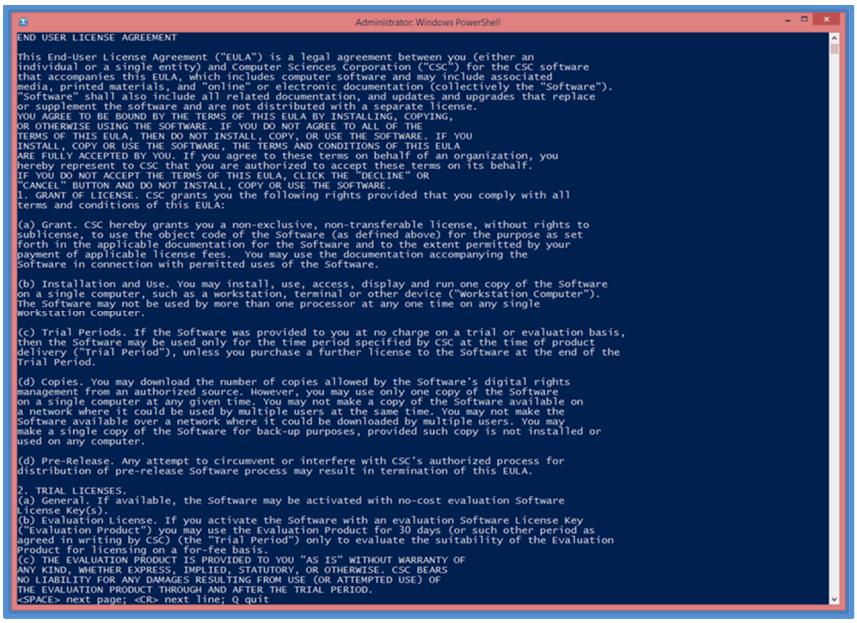


Figure 10-6: PowerShell Showing EULA

Note: To navigate in the PowerShell window, select space bar to move to the next page. To return to the previous page, click the enter button. Press the Q button to hide the EULA.
If any letter except Y or N is used, PowerShell will prompt to use the proper key to proceed.

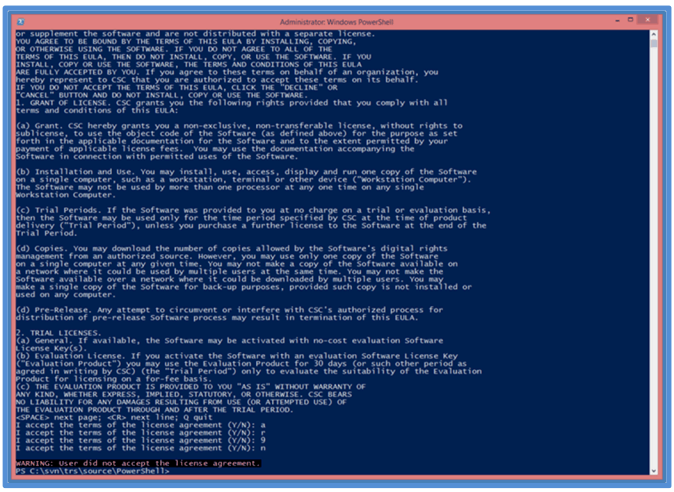


Figure 10-7: PowerShell Showing Start of Script

6. Enter **Y** and press the **Enter** key to start the process.
7. The application will deploy, and a message will appear confirming that the deployment has completed.

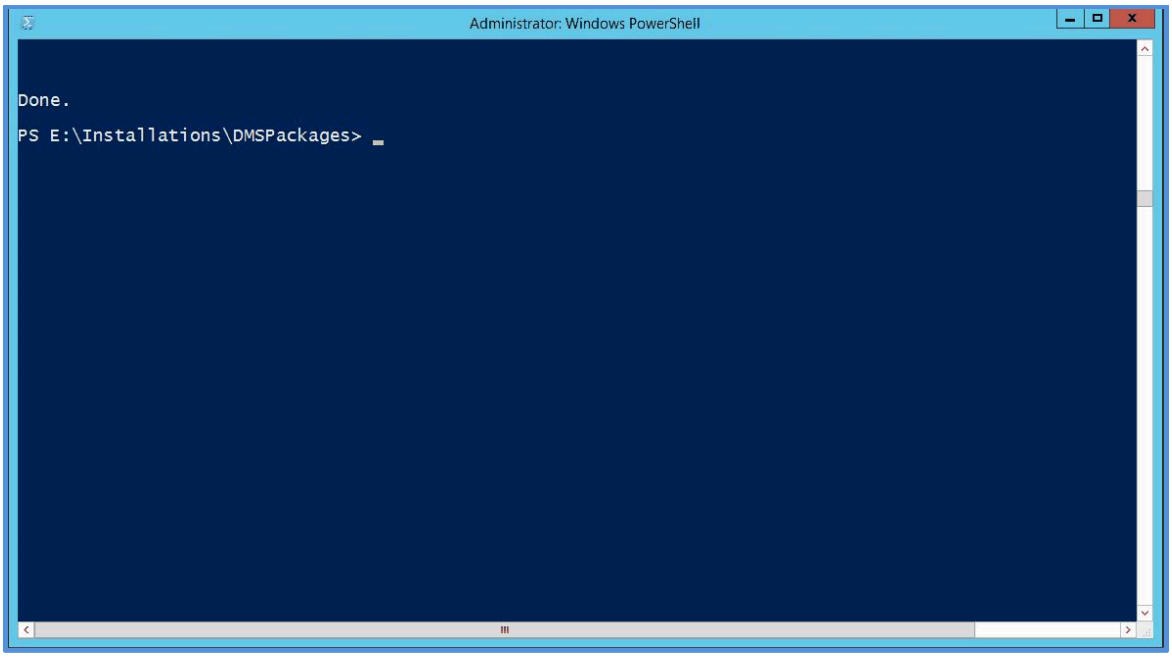


Figure 10-8: Client Plugin Deployment Complete

8. Log file will include the full text of the EULA and if it was accepted by the user.

11.0 TRS Viewer Configurations

This section provides a few configurations for TRS Viewer. For additional configurations, please see the TRS Viewer Configuration Requirements Specification.

11.1 HelpLink URL Update

It may be necessary to update the helplink, so TRS Viewer is able to direct users to the location where Help file is secured.

1. Log in the machine where TRS Viewer is installed.
2. Follow the path: **<Program Files>\CSC\TRS Viewer\Web.config**.
3. Update the provided URL in the config file: https://thehub.imagesolutions.com/DocCenter/TRS Viewer/TRS Viewer%204.0.0200%20User%20Manual.pdf.

11.2 Assign an Alternate Cache Location

This section explains how to set the cache location to a different file server or different location within the web/agent server or in NAS drive. The default location is C:\Program Files>\CSC\TRS Viewer\Cache. The basic steps are listed below and details follow.

- Create folder for Cache Location
- Web Server Settings
- User Mapping for AgentAdmin user in TRS Viewer
- Agent Server Settings
- TRS Viewer system requires a Windows user account that has access to the cache location.

11.2.1 Creating a Folder for the Cache Location

1. Create a directory/folder for the Cache Location (e.g. C:\TRS VIEWER_CACHE).
2. Right-click on the created folder and select **Properties**.
3. Select the **Security** tab. Click the **Edit** button and **Add** a Windows user. Assign full privileges under **Permissions**. Click the **OK** button.

4. Click on the **Sharing** tab. Click on the **Share** button and ensure the added user has the Read/ Write permission level.

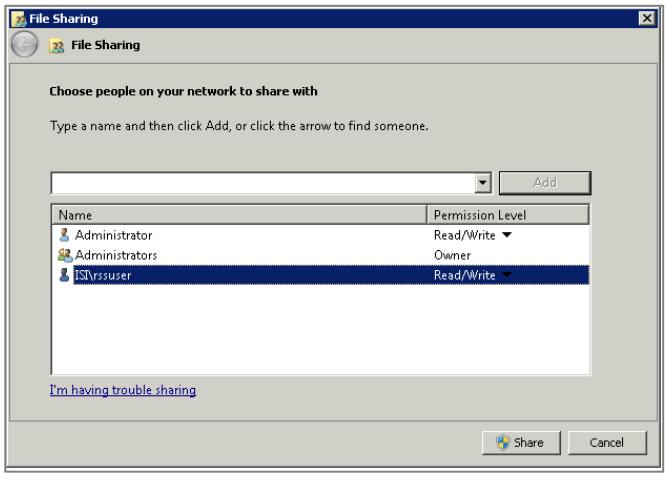


Figure 11-1: File Sharing Dialog Box

5. Click the **Share** button to share the folder. Click the **Done** button.
6. Click the **Advanced Sharing** button.
7. Click the **Permissions** button and provide Full Control to the Windows user so the user will have access to write files to this shared location.

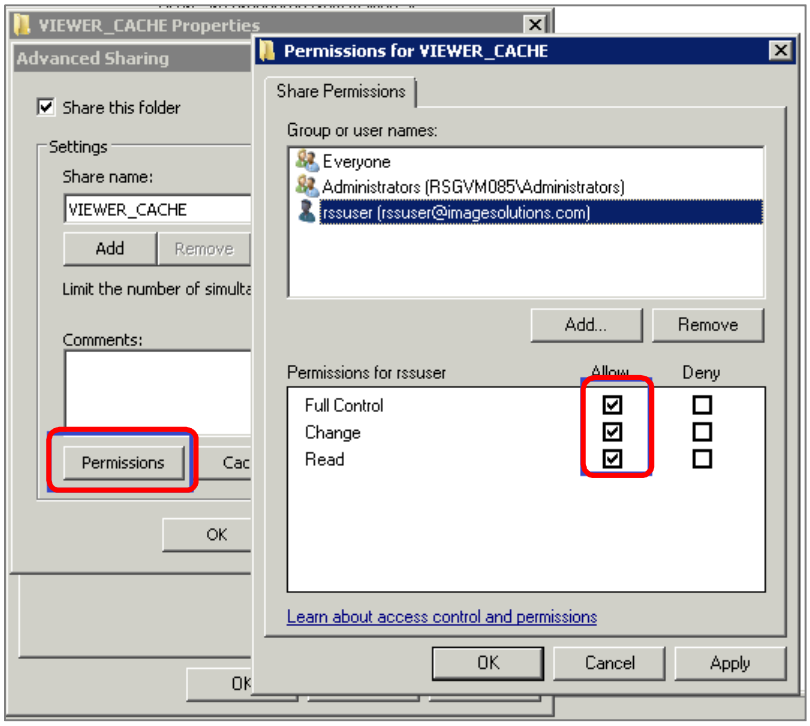


Figure 11-2: Share Permissions Dialog Box

11.2.2 TRS Viewer Web Server Settings for Cache Location

Run the TRS ViewerAppPool for the Windows user (e.g csc\rssuser) who has Full Access to the Cache Folder, and create a virtual directory and set its physical path.

1. Navigate to **Administrative Start** > A**dministrative Tools** > **Internet Information Services(IIS) Manager**. Then, select the **Application Pools** in the left pane.
2. Right-click on **TRS ViewerAppPool** and select **Advanced Settings.**
3. Select the **elipses …**button for **Identity** under the **Process Model** group.

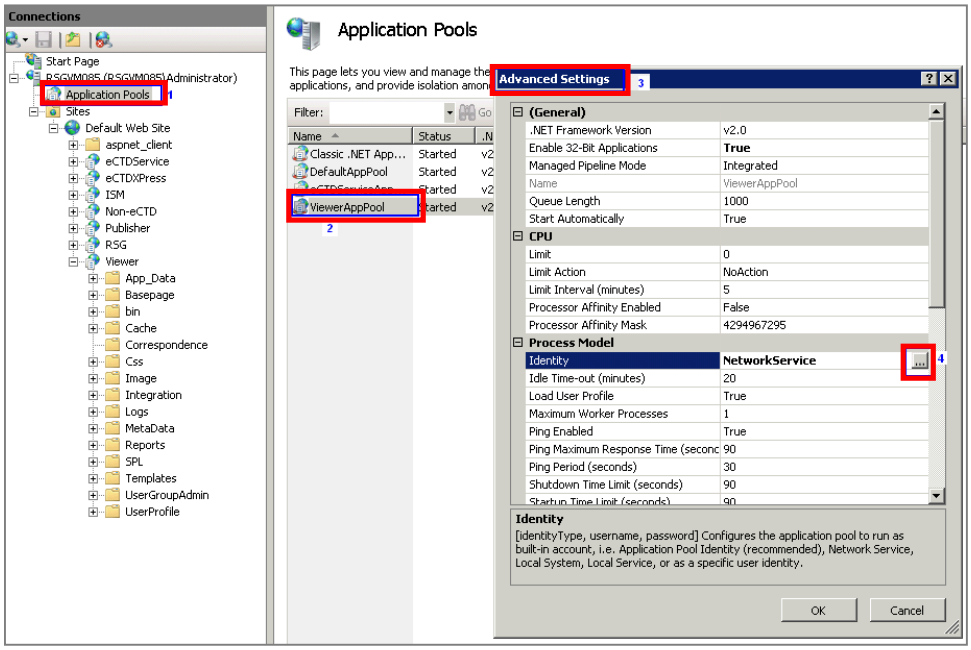


Figure 11-3: Application Pools, Advanced Settings

4. Select **Custom Account** from the Application Pool Identity list.

5. Enter the Windows user credentials for the Custom account. Click the **OK** button.

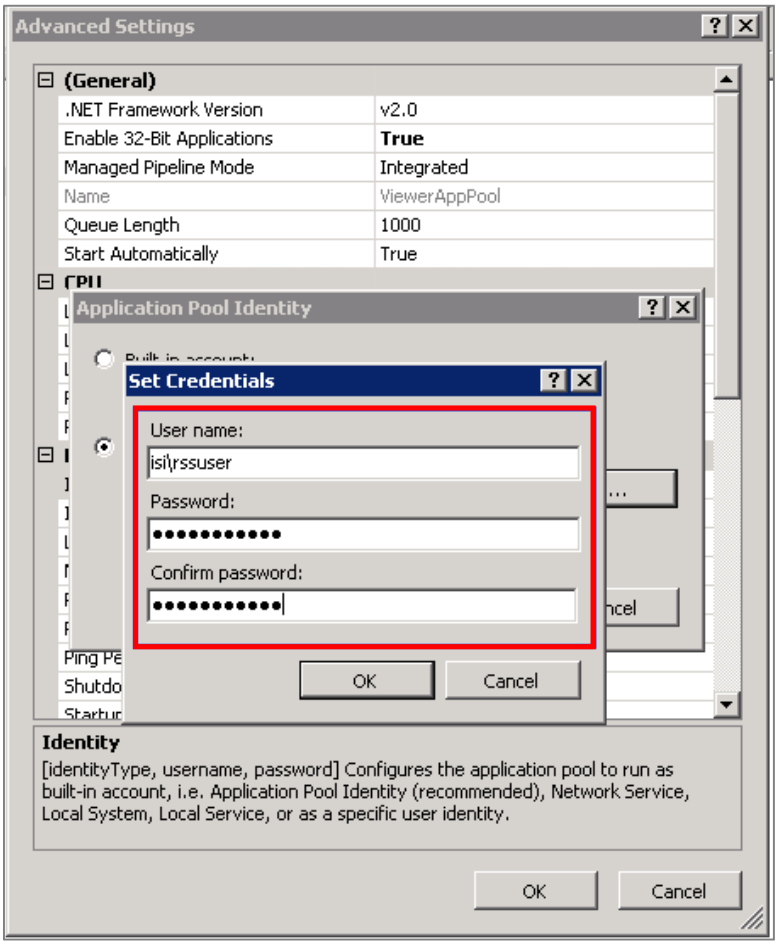


Figure 11-4: Credentials Dialog Box

6. Right-click on the **TRS Viewer** site and select **Add Virtual Directory**.

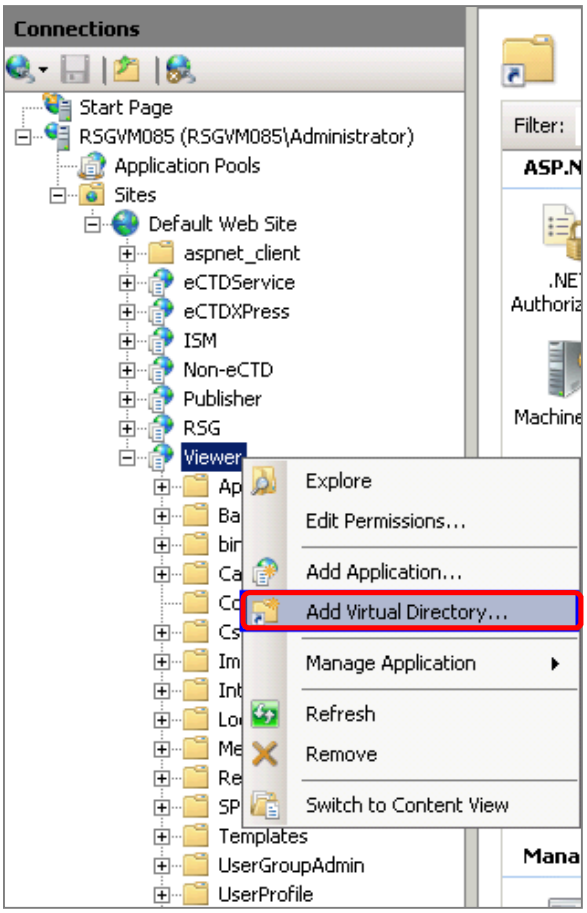


Figure 11-5: Add Virtual Directory, Right-Click Menu

7. Provide an **Alias** name and set **Physical Path** (UNC Path).

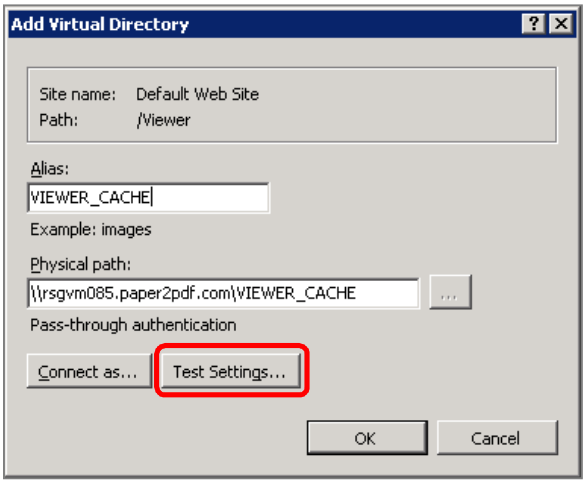


Figure 11-6: Add Virtual Directory Dialog Box

8. Click on the **Test Settings** button to ensure the Authentication and Authorization (\\<machineName.domainname>\<SharedFolder>) are valid for the TRS ViewerAppPool Identity.
9. Once confirmed, click the **OK** button to close the Add Virtual Directory dialog box. *The below image displays the TRS Viewer Cache sub-folder that is added to the TRS Viewer Folder.*

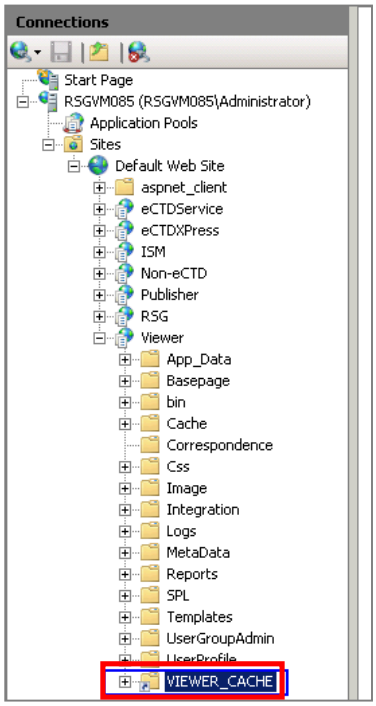


Figure 11-7: Folder Added to Virtual Directory

10. Update the **CacheLocation** with the physical path configured in Step 7in the following files.

<Program Files>\CSC\TRS Viewer\Web\Web.config

<Program Files>\CSC\TRS Viewer\AppService\Web.cofig

<Program Files>\CSC\TRS Viewer\JobService\CSC.TRS.TRS Viewer.Job.Service.exe.config

```
<appSettings>
  <!--<add key="ConnectionString" value="Provider=OraOLEDB.Oracle;Data Source=
  <!--<add key="ConnectionString" value="Provider=OraOLEDB.Oracle;Data Source=
  <add key="ConnectionString" value="Provider=SQLOLEDB.1;Data Source=CSCSQLNWK
  <add key="LicenseFile" value="C:\Program Files\CSC\Viewer\Web\Viewer.ilf" />
  <add key="CacheLocation" value="C:\Program Files\CSC\Viewer\Cache" />
  <add key="CommonTemplates" value="C:\Program Files\CSC\Viewer\Templates" />
```

Figure 11-8: Updated CachLocation Example

11. Restart IIS.

11.2.3 Map the Agent Admin User

Login to TRS Viewer and map the Windows user account that has access to the new Cache Location to AgentAdmin user.

After performing user mapping for AgentAdmin account in TRS Viewer, verify whether the system is caching the files in Cache Location and log files. If there are any caching issues regarding access to the cached location, continue with the below steps (Agent Server Settings).

11.2.4 Setting up HTTPS / SSL for TRS Viewer

This section provides instructions to set up HTTPS/SSL support for TRS Viewer, eCTDService, and PDF Service. HTTPS is a secure communication channel that is used to exchange information between a user's computer and a server. It uses Secure Sockets Layer (SSL) to secure this channel.

Below are the steps that need to be executed in order to properly configure the SSL/HTTPS in Internet Information Services (IIS) Manager.

- Obtain Certification from Certification Authority (CA)
- Import certificate into IIS where TRS Viewer/eCTDService/PDF Service are deployed (this process is not included in this document)
- Create HTTPS binding on site
- Configure SSL Settings on TRS Viewer, eCTD Service and PDF Service
- Update WCF Service (eCTDService) configuration
- Update PDF Service configuration
- Import the Certificate (on required servers/client machines)

11.2.5 Obtain Certificate from CA

To enable SSL in IIS, you must first obtain a certificate that is used to encrypt and decrypt the information that is transferred over the network. IIS includes its own certificate request tool that you can use to send a certificate request to a certification authority. This tool simplifies the process of obtaining a certificate. The obtained certificate can then be imported in a server before performing the remaining steps.

11.3 Create HTTPS Binding on a Site

When requesting or setting up a secure site binding, the only information needed is the site, the IP address, and which certificate to use. If you have a wildcard certificate such as *.orcsweb.com, then a host header value can be assigned as well.

1. Select the **Default Web Site** that **TRS Viewer**, **eCTDService** and **PDF Service** use, as displayed in the below figure.

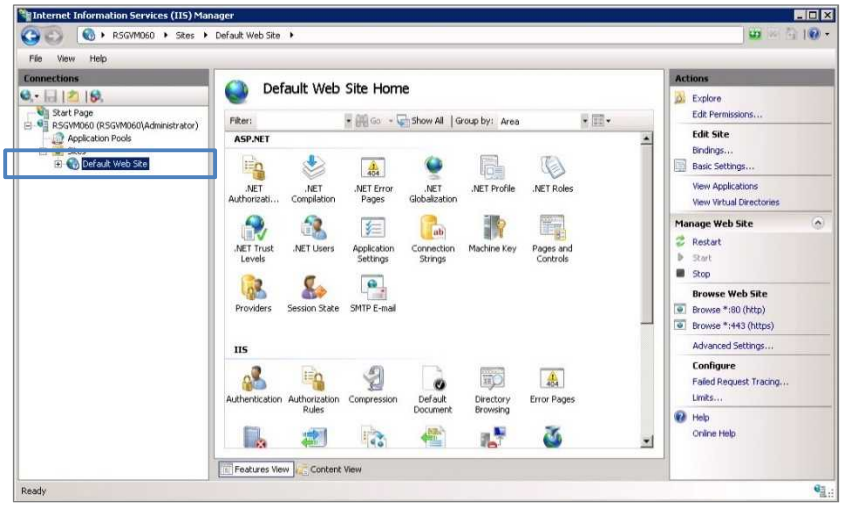


Figure 11-9: Default Web Site Highlighted

2. Select **Binding** from the **Actions** panel.

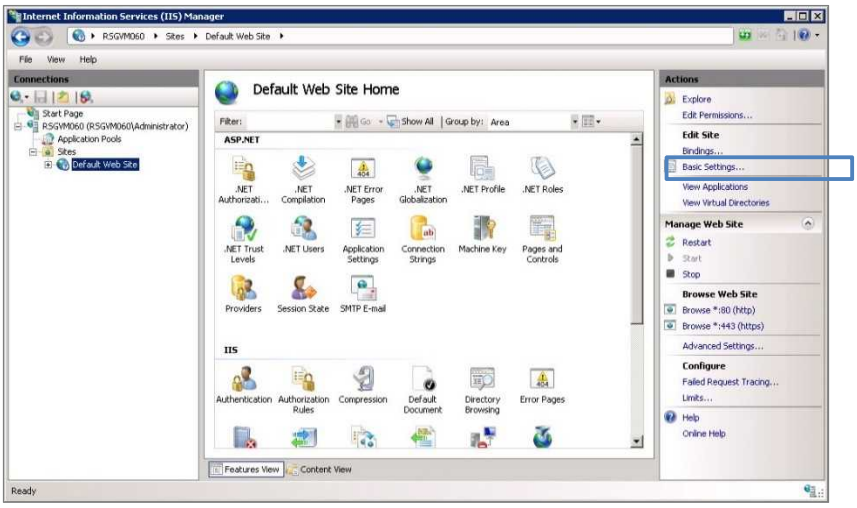


Figure 11-10: Binding Option Selected in Actions Pane

3. Select **Add** in the **Site Bindings** dialog box.

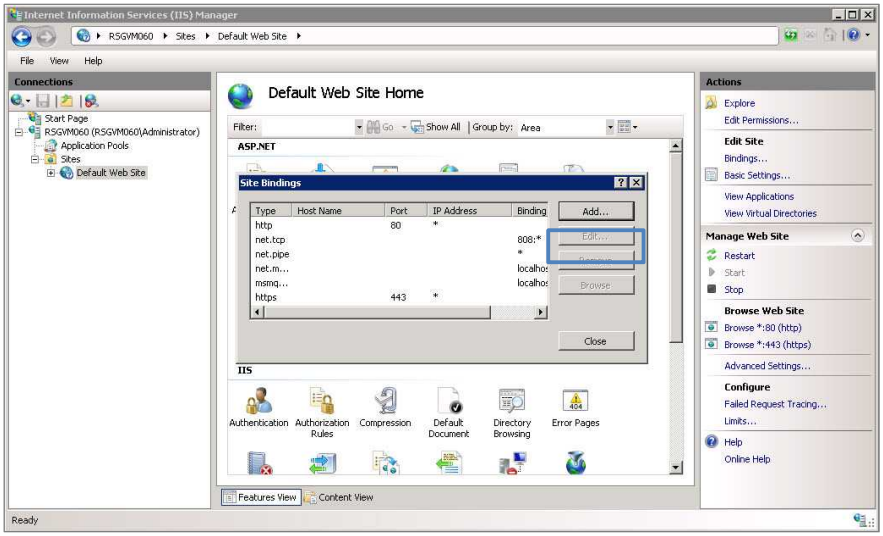


Figure 11-11: Site Bindings Dialog Box

4. Select **https** as the **Type** in the **Add Site Binding** dialog box.
5. Select the recently obtained certificate name in the **SSL Certificate** drop-down list, click the **OK** button

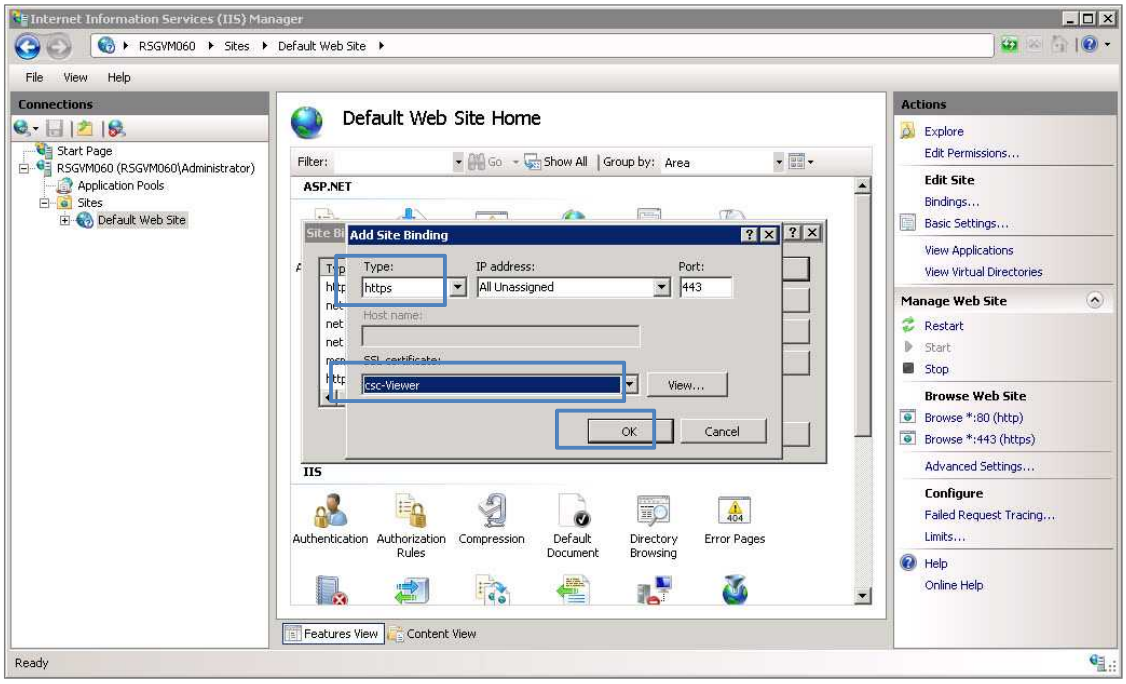


Figure 11-12: Add Site Binding Information Dialog Box

11.4 Configure SSL Settings on TRS Viewer Web, Application Service, eCTDService and PDF Service

Configuring SSL Settings allow data encryption of transmissions between a user machine and a server. Below are the available settings that can be configured so a user can be identified before gaining access to the site.

- **Require SSL:** Select this check box to enable a data encryption method that can be used to secure transmission between a user machine and a server. This setting works in both the Intranet and Internet environments.

  Client Certificates:

  - **Ignore:** This is the default option. This setting does not accept user certificates if they are provided.
  - **Accept:** Select this setting if you want to accept user certificates (if they are provided), and to verify user identity before allowing the user to gain access to content.
  - **Require:** Select this option to require that certificates verify user identity before allowing the user identity before allowing the user to gain access to content.

Below are the steps to access and configure the SSL Settings to TRS Viewer and eCTDService.

1. Select **TRS Viewer** from under **Default Web Site** from the tree view in the **Connections** pane.

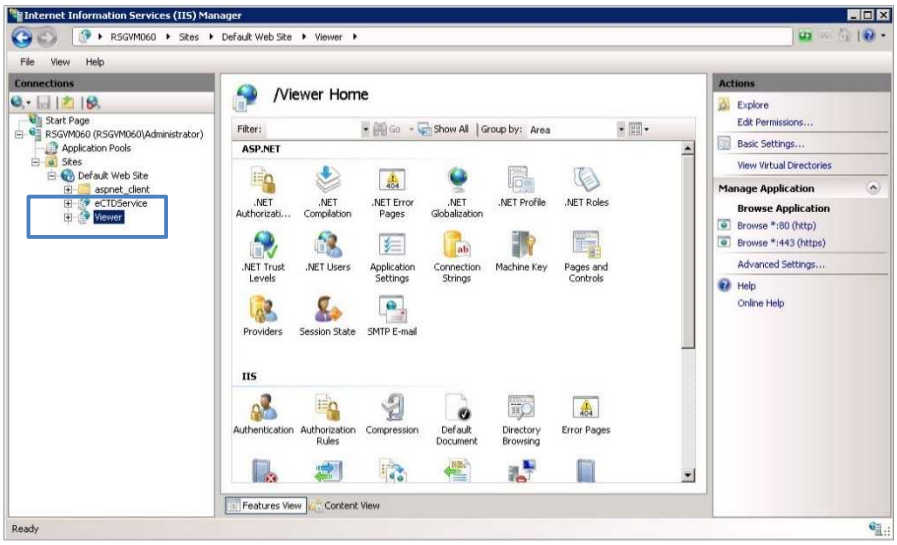


Figure 11-13: TRS Viewer Default Web Site Selected

2. Highlight the **SSL Settings** in the IIS group.

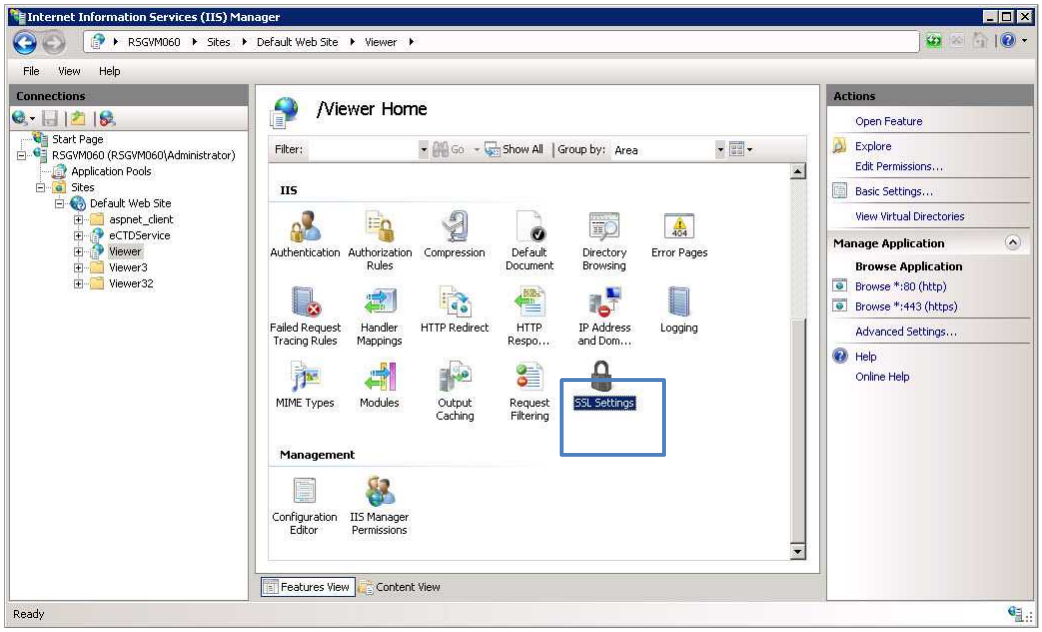


Figure 11-14: SSL Settings Option Selected

3. Right-click on the **SSL Settings** and select the **Open Feature** option. *The SSL Settings features of the TRS Viewer web site will open.*

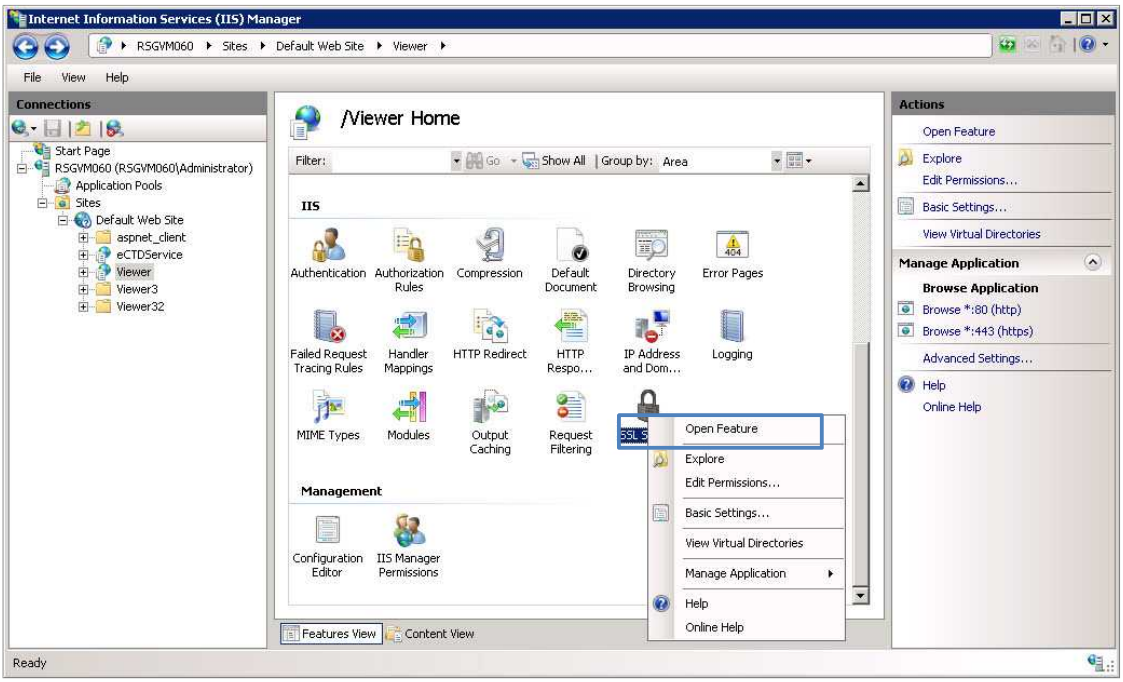


Figure 11-15: Open Feature Option Selected

4. Select the **Require SSL** check box option.
5. Select the **Accept** check box option.
6. Click on the **Apply** button in the **Actions** panel.

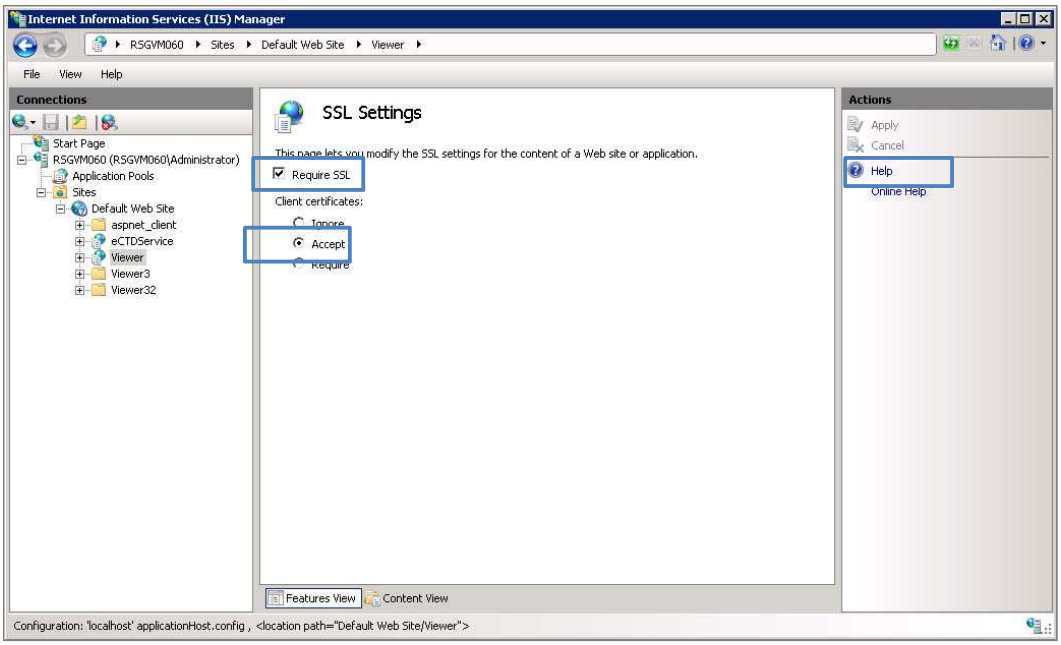


Figure 11-16: SSL Settings Options Selected for TRS Viewer Web Site

Note: It is necessary to repeat the above steps to configure the SSL Settings for eCTD Service and the PDFService websites.

11.4.1 HTTPS/SSL System Error

Adding the below configuration will allow the document related US region error to resolve. System error appears when there is an application with more than 50 documents. The below configuration will stop the error from appearing.

```
<system.serviceModel>
   <bindings>
         <basicHttpsBinding>
      <binding maxBufferSize="2147483647" maxBufferPoolSize="2147483647"
maxReceivedMessageSize="2147483647">
        <readerQuotas maxDepth="32" maxStringContentLength="2147483647"
maxArrayLength="16384" maxBytesPerRead="4096"
maxNameTableCharCount="16384" />
      </binding>
    </basicHttpsBinding>
   </bindings>
```

```
</system.serviceModel>
```

11.5 Update WCF Services & TRS Viewer Application Configuration

Windows Communication Foundation (WCF) is a framework for building service-oriented applications. It is a SOAP message-based distributed programming platform, and securing messages between users and services is essential to protecting data. WCF provides a versatile and interoperable platform for exchanging secure messages based upon both the existing security infrastructure and the recognized security standards for SOAP messages.

11.5.1 TRS Viewer Application

These configuration settings apply to the JobService configuration which is located at installation folder – [System©\<Program Files>\CSC\TRS Viewer\Web].

Web application calls to TRS ViewerAppService and eCTDService so the following configuration files need to be updated.

- IUserManagementService.config
- INonEctdDossierService.config
- IJobViewService.config
- IEctdXPressService.config
- IEctdDossierService.config
- IDossierService.config
- IAuditTrailService.config
- IAdministrationService.config

11.5.2 TRS ViewerAppService

These configuration settings apply to the TRS ViewerAppService configuration that is located at installation folder – [System(C)\<Program Files>\CSC\TRS Viewer\AppService].

Service

In, Web.Config file, adding a new tag named <basicHttpsBinding> under <bindings> which is nested in <system.serviceModel> and below is its format:

```
<system.serviceModel>¶
····<bindings>¶
·····<basicHttpsBinding>¶
·····<binding¶
  →   ·····maxBufferSize="2147483647"¶
···········maxBufferPoolSize="2147483647"¶
···········maxReceivedMessageSize="2147483647">¶
·····<security·mode="Transport">¶
·····<transport·clientCredentialType="None"·/>¶
·····</security>¶
·····<readerQuotas··maxDepth="320000"¶
···········maxStringContentLength="81920000"¶
···········maxArrayLength="2147483647"¶
···········maxBytesPerRead="40960000"¶
···········maxNameTableCharCount="163840000"·/>¶
·····</binding>¶
·····</basicHttpsBinding>¶
```

```
      <basicHttpBinding>
        <binding name="TRS40Binding"
                 sendTimeout="00:20:00"
                 receiveTimeout="00:20:00"
                 openTimeout="00:20:00"
                 closeTimeout="00:20:00"
                 transferMode="Buffered"
                 maxBufferSize="2147483647"
                 maxBufferPoolSize="2147483647"
                 maxReceivedMessageSize="2147483647">
          <readerQuotas  maxDepth="320000"
                 maxStringContentLength="81920000"
                 maxArrayLength="2147483647"
                 maxBytesPerRead="40960000"
                 maxNameTableCharCount="163840000" />
        </binding>
        <binding
                 maxBufferSize="2147483647"
                 maxBufferPoolSize="2147483647"
                 maxReceivedMessageSize="2147483647">
          <readerQuotas  maxDepth="320000"
                 maxStringContentLength="81920000"
                 maxArrayLength="2147483647"
                 maxBytesPerRead="40960000"
                 maxNameTableCharCount="163840000" />
        </binding>
      </basicHttpBinding>
    </bindings>
```

Consumer

TRS ViewerAppService calls to eCTDService, in the IEctdXPressService.config file will be updated as below:

First, updating <binding> tag under the <basicHttpBinding> tag by adding <security> and <readerQuotas> as below:

<bindings>

```
<bindings>¶
·····<basicHttpBinding>¶
·····<binding·name="BasicHttpBinding_IEctdXPressService"·····
maxBufferSize="2147483647"¶
···············maxBufferPoolSize="2147483647"¶
···············maxReceivedMessageSize="2147483647"¶
···············openTimeout="00:05:00"¶
···············closeTimeout="00:05:00"¶
···············sendTimeout="00:30:00"¶
···············receiveTimeout="00:30:00">¶
·········<security·mode="Transport">¶
···········<transport·clientCredentialType="None"·/>¶
·········</security>¶
·········<readerQuotas··maxDepth="320000"¶
·····························maxStringContentLength="81920000"¶
·····························maxArrayLength="2147483647"¶
·····························maxBytesPerRead="40960000"¶
·····························maxNameTableCharCount="163840000"·/>¶
·····</binding>                    →                    ¶
·····</basicHttpBinding>¶
····</bindings>¶
```

Second, updating address inside <endpoint> tag under <client> tag with "HTTPS":

```
<client>¶
·····<endpoint·address="https://[server-host]/eCTDService/eCTDXPressService.svc"¶
·········binding="basicHttpBinding"·
bindingConfiguration="BasicHttpBinding_IEctdXPressService"¶
·········contract="CSC.TRS.Viewer.eCTDXPress.Service.Contract.IEctdXPressService"·
name="BasicHttpBinding_IEctdXPressService"·/>¶
```

</client>

11.5.3 eCTDService

These configuration settings apply to the eCTDService configuration which is located at installation folder - [*System(C)\<Program Files>\CSC\TRS Viewer\eCTDService*].

In the Web.config file, adding a new tag named <basicHttpsBinding> under <bindings> which is nested in <system.serviceModel> and below is its format:

```
<system.serviceModel>
    <bindings>
        <basicHttpsBinding>
            <binding
                maxBufferSize="2147483647"
                maxBufferPoolSize="2147483647"
                maxReceivedMessageSize="2147483647">
                <security mode="Transport">
                    <transport clientCredentialType="None" />
                </security>
                <readerQuotas  maxDepth="320000"
                    maxStringContentLength="81920000"
                    maxArrayLength="2147483647"
                    maxBytesPerRead="40960000"
                    maxNameTableCharCount="163840000" />
            </binding>
        </basicHttpsBinding>
        <basicHttpBinding>
            <binding 
                name="TRS40Binding" 
                maxReceivedMessageSize="2147483647" 
                maxBufferSize="2147483647" 
                maxBufferPoolSize="2147483647" 
                sendTimeout="00:20:00" 
                receiveTimeout="00:20:00" 
                openTimeout="00:20:00" 
                closeTimeout="00:20:00">
                <readerQuotas maxDepth="320000" 
                    maxArrayLength="2147483647" 
                    maxStringContentLength="2147483647" />
            </binding>
            <binding 
                maxBufferSize="2147483647" 
                maxBufferPoolSize="2147483647" 
                maxReceivedMessageSize="2147483647" 
                sendTimeout="00:20:00" 
                receiveTimeout="00:20:00" 
                openTimeout="00:20:00" 
                closeTimeout="00:20:00">
                <readerQuotas  maxDepth="320000" 
                    maxStringContentLength="81920000" 
                    maxArrayLength="2147483647" 
                    maxBytesPerRead="40960000" 
                    maxNameTableCharCount="163840000" />
            </binding>
        </basicHttpBinding>
    </bindings>
</system.serviceModel>
```

The service is exposed with the following pattern:
https://[server-host]/eCTDService/eCTDXPressService.svc
It is consumed in App Service, Job Services and Web application.

11.5.4 JobService

Services

These configuration settings apply to the JobService configuration which is located at installation folder - [*System(C)\<Program Files>\CSC\TRS Viewer\JobService*].

In the CSC.TRS.TRS Viewer.Job.Service.exe.config file, adding a new tag named <basicHttpsBinding> under <bindings> which is nested in <system.serviceModel> and below is its format:

```
<system.serviceModel>
    <bindings>
        <basicHttpsBinding>
            <binding
                maxBufferSize="2147483647"
                maxBufferPoolSize="2147483647"
                maxReceivedMessageSize="2147483647">
                <security mode="Transport">
                    <transport clientCredentialType="None" />
                </security>
                <readerQuotas  maxDepth="320000"
                maxStringContentLength="81920000"
                maxArrayLength="2147483647"
                maxBytesPerRead="40960000"
                maxNameTableCharCount="163840000" />
            </binding>
        </basicHttpsBinding>
```

```
      <basicHttpBinding>
        <!--Use basicHttpBinding for all Job services by default-->

        <binding maxBufferSize="2147483647" maxBufferPoolSize="2147483647"
maxReceivedMessageSize="2147483647">
          <readerQuotas  maxDepth="320000"
                         maxStringContentLength="81920000"
                         maxArrayLength="2147483647"
                         maxBytesPerRead="40960000"
                         maxNameTableCharCount="163840000" />
        </binding>
        <!--Use TRS40DmsBinding for Dms services call-->
        <binding name="TRS40Binding"
                 sendTimeout="00:20:00"
                 receiveTimeout="00:20:00"
                 openTimeout="00:20:00"
                 closeTimeout="00:20:00"
                 transferMode="Buffered"
                 maxBufferSize="2147483647"
                 maxBufferPoolSize="2147483647"
                 maxReceivedMessageSize="2147483647">
          <readerQuotas  maxDepth="320000"
                         maxStringContentLength="81920000"
                         maxArrayLength="2147483647"
                         maxBytesPerRead="40960000"
                         maxNameTableCharCount="163840000" />
        </binding>
      </basicHttpBinding>
    </bindings>
</system.serviceModel>
```

The service is exposed with the following pattern:
https://[server-host]/ TRS ViewerJobService/[service-name].svc

For example:

https://CSCVWRNWK015.lsdev.fcg.com/TRS ViewerJobService/DiscoveryFswService.svc

It is consumed in Job Services and Web application.

Second, for each <service> tag under the <services> tag which is nested in <system.serviceModel> updates as the following:

- In <endpoint> tag, update binding="basicHttpsBinding" and binding="mexHttpsBinding".
- In <baseAddresses> tag, update to HTTPS for baseAddress.

DiscoveryService

```
    <service name="CSC.TRS.Viewer.Job.Discovery.Service.Impl.DiscoveryService"
behaviorConfiguration="JobServiceBehavior">
      <host>
        <baseAddresses>
          <add baseAddress="https://[server-
host]/ViewerJobService/DiscoveryService.svc"/>
        </baseAddresses>
      </host>
      <endpoint address="" binding="basicHttpsBinding"

contract="CSC.TRS.Viewer.Job.Discovery.Service.Contract.IDiscoveryService" />
      <endpoint address="mex" binding="mexHttpsBinding"
contract="IMetadataExchange" />
    </service>
```

CachingService

```
    <service name="CSC.TRS.Viewer.Job.Caching.Service.Impl.CachingService"
behaviorConfiguration="JobServiceBehavior">
      <host>
        <baseAddresses>
          <add baseAddress="https://[server-
host]/ViewerJobService/CachingService.svc"/>
        </baseAddresses>
      </host>
      <endpoint address="" binding="basicHttpsBinding"

contract="CSC.TRS.Viewer.Job.Caching.Service.Contract.ICachingService" />
      <endpoint address="mex" binding="mexHttpsBinding"
contract="IMetadataExchange" />
    </service>
```

DiscoveryFswService

```
    <service
name="CSC.TRS.Viewer.Job.DiscoveryFsw.Service.Impl.DiscoveryFswService"
behaviorConfiguration="JobServiceBehavior">
      <host>
        <baseAddresses>
          <add baseAddress="https://[server-
host]/ViewerJobService/DiscoveryFswService.svc"/>
        </baseAddresses>
      </host>
      <endpoint address="" binding="basicHttpsBinding"

contract="CSC.TRS.Viewer.Job.DiscoveryFsw.Service.Contract.IDiscoveryFswService"
/>
      <endpoint address="mex" binding="mexHttpsBinding"
contract="IMetadataExchange" />
    </service>
```

Discovery DctmSerivce

```
      <service
name="CSC.TRS.Viewer.Job.DiscoveryDctm.Service.Impl.DiscoveryDctmService"
behaviorConfiguration="JobServiceBehavior">
        <host>
          <baseAddresses>
            <add baseAddress="https://[server-
host]/ViewerJobService/DiscoveryDctmService.svc" />
          </baseAddresses>
        </host>
        <endpoint address="" binding="basicHttpsBinding"
contract="CSC.TRS.Viewer.Job.DiscoveryDctm.Service.Contract.IDiscoveryDctmService"
/>
        <endpoint address="mex" binding="mexHttpsBinding"
contract="IMetadataExchange" />
      </service>
```

DiscoveryeCTDXPService

```
      <service
name="CSC.TRS.Viewer.Job.DiscoveryeCTDXPress.Service.Impl.DiscoveryeCTDXPressServi
ce"
               behaviorConfiguration="JobServiceBehavior">
        <host>
          <baseAddresses>
            <add baseAddress="https://[server-
host]/ViewerJobService/DiscoveryeCTDXPressService.svc"/>
          </baseAddresses>
        </host>
        <endpoint address="" binding="basicHttpsBinding"

contract="CSC.TRS.Viewer.Job.DiscoveryeCTDXPress.Service.Contract.IDiscoveryeCTDXP
ressService" />
        <endpoint address="mex" binding="mexHttpsBinding"
contract="IMetadataExchange" />
      </service>
```

Third, update httpsGetEnabled="true" and httpGetEnabled="false" in <serviceMetadate> tag under </behavior>tag as below:

```
    <behaviors>
      <serviceBehaviors>
        <!--User the behavior for all Job services by default-->
        <behavior name="JobServiceBehavior">
          <serviceMetadata httpsGetEnabled="true" httpGetEnabled=" false" />
          <serviceDebug includeExceptionDetailInFaults="true"/>
          <dataContractSerializer maxItemsInObjectGraph="2147483647"/>
        </behavior>
      </serviceBehaviors>
      <endpointBehaviors>
        <behavior>
          <dataContractSerializer maxItemsInObjectGraph="65536000"/>
        </behavior>
      </endpointBehaviors>
```

</behaviors>

Consumers

JobService calls to TRS ViewerAppService and eCTDService so the following configuration files need to be updated:

- IUserManagementService.config
- IJobViewService.config
- IEctdXPressService.config
- IEctdDossierService.config
- IDossierService.config
- IAdministrationService.config

Do the same for each configuration files as below:

- First, updating <binding> tag under the <basicHttpBinding> tag by adding <security> and <readerQuotas> as below:

```
<security mode="Transport">
  <transport clientCredentialType="None" />
</security>
<readerQuotas  maxDepth="320000"
   maxStringContentLength="81920000"
   maxArrayLength="2147483647"
   maxBytesPerRead="40960000"
   maxNameTableCharCount="163840000" />
```

- Second, update HTTPS for address in <endpoint>

<endpoint address=https://[server-host]/TRS ViewerAppService/AdministrationService.svc

JobService calls to TRS ViewerAppService so the following configuration files need to be updated:

For example, updating **IAdministrationService.config** in file as below:

```
<configuration>
  <system.serviceModel>
    <bindings>
      <basicHttpBinding>
        <binding name="BasicHttpBinding_IAdministrationService"
maxBufferSize="2147483647"
                 maxBufferPoolSize="2147483647"
                 maxReceivedMessageSize="2147483647"
                 openTimeout="00:05:00"
                 closeTimeout="00:05:00"
                 sendTimeout="00:30:00"
                 receiveTimeout="00:30:00">
          <security mode="Transport">
            <transport clientCredentialType="None" />
          </security>
          <readerQuotas  maxDepth="320000"
             maxStringContentLength="81920000"
             maxArrayLength="2147483647"
             maxBytesPerRead="40960000"
             maxNameTableCharCount="163840000" />
        </binding>
      </basicHttpBinding>
    </bindings>
    <client>
      <endpoint address="https://[server-
host]/ViewerAppService/AdministrationService.svc"
          binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_IAdministrationService"

contract="CSC.TRS.Viewer.Administration.Service.Contract.IAdministrationService"
name="BasicHttpBinding_IAdministrationService" />
    </client>
  </system.serviceModel>
```

</configuration>

11.5.5 PdfService

These configuration settings apply to the JobService configuration which is located at installation folder - [System(C)\<Program Files>\CSC\TRS Viewer\ PdfService].

In the Web.config file adding tag <security> under <binding> as below:

```
<bindings>
  <basicHttpBinding>
    <binding
      name="CustomBinding"
      maxBufferSize="2147483647"
      maxBufferPoolSize="2147483647"
      maxReceivedMessageSize="2147483647"
      openTimeout="00:05:00"
      closeTimeout="00:05:00"
      sendTimeout="00:30:00"
      receiveTimeout="00:30:00">

      <readerQuotas maxDepth="32"
                    maxStringContentLength="2147483647"
                    maxArrayLength="2147483647"
                    maxBytesPerRead="2147483647"
                    maxNameTableCharCount="2147483647" />

      <security mode="Transport">
        <transport clientCredentialType="None"/>
      </security>
    </binding>
  </basicHttpBinding>
</bindings>
```

Client machine

In TRS ViewerHelper.config in the below locations:

Plug-in on Client machine *(<Program Files>\Adobe\<Acrobat X.X>\Acrobat\plug_ins\CSC_VWRHelper)*

Update <binding> tag as below:

```
<binding name="BasicHttpBinding_IPDFService"
         maxBufferSize="2147483647"
         maxBufferPoolSize="2147483647"
         maxReceivedMessageSize="2147483647">
  <security mode="Transport">
    <transport clientCredentialType="None" />
  </security>
  <readerQuotas  maxDepth="320000"
          maxStringContentLength="81920000"
          maxArrayLength="2147483647"
          maxBytesPerRead="40960000"
          maxNameTableCharCount="163840000" />
</binding>
```

11.6 Export Self-Signed Certificate

The Shell can be used to export a Secure Sockets Layer (SSL) certificate. The SSL certificate enables the User Access Server to provide encrypted communications by using SSL technology. The SSL certificate installed on the User Access Server can be the default self-signed certificate, a certificate from a Windows public key infrastructure (PKI) certification authority (CA), or a certificate from a trusted commercial third-party CA. An existing certificate or a certificate request can be exported. The certificate must be exported using the Export-ExchangeCertificate cmdlet. Here are the steps to export the self-signed certificate.

1. Click the **Start** menu, type **MMC** in the search field, and then press the **Enter** key.

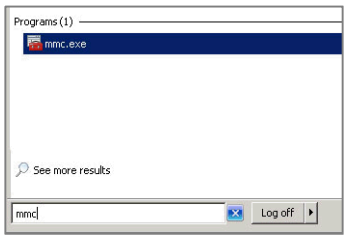
12. 

Figure 11-17: MMC Command in Search Field

2. From the MMC console, click the **File** menu, and then select the **Add/Remove Snap-in...** option from the drop-down menu. *The Add or Remove Snap-ins dialog box will open.*

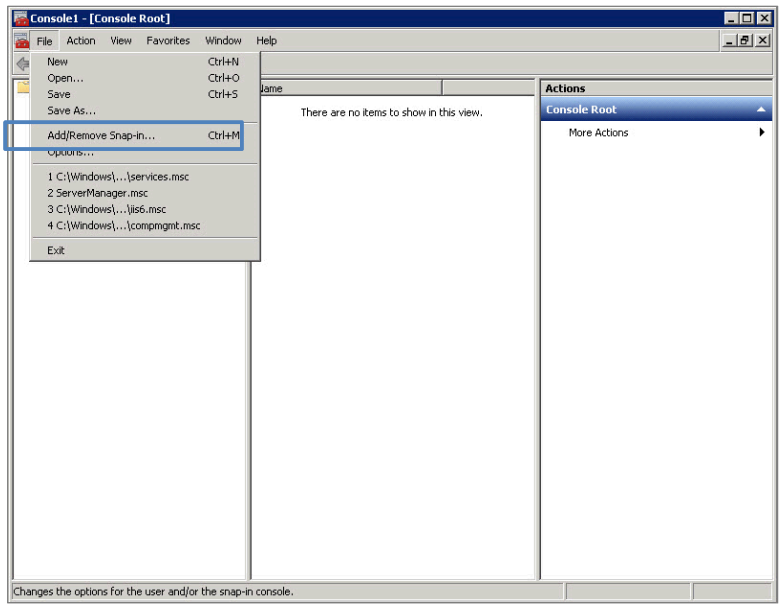


Figure 11-18: Add/Remove option in MMC Console

3. Select the **Certificates** option in the **Available Snap-ins** list, and click the **Add** button. *The certificates snap-in dialog box will open.*

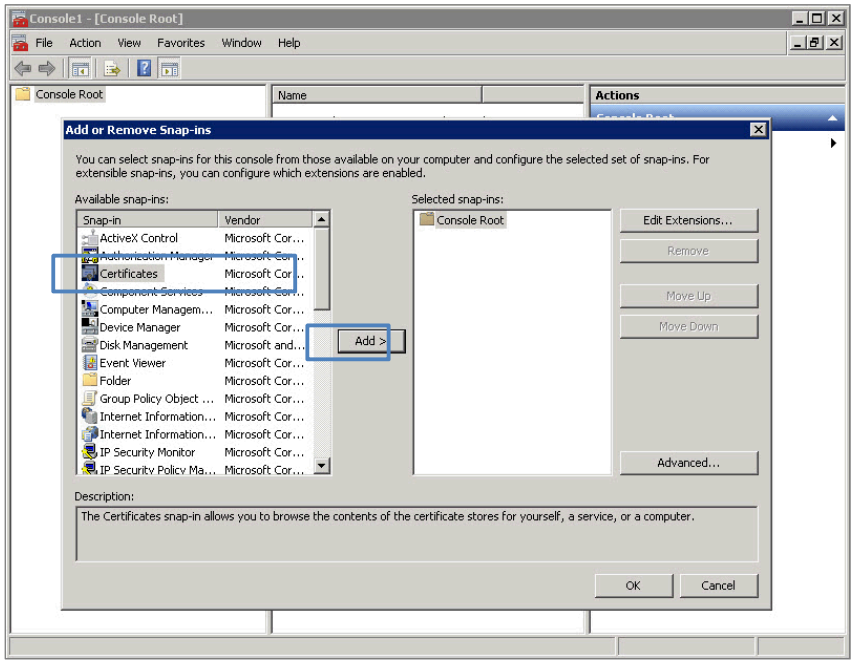


Figure 11-19: Add Remove Snap-ins Dialog Box

4. From the **Certificates snap in** dialog box, select the **Computer account** radio button.

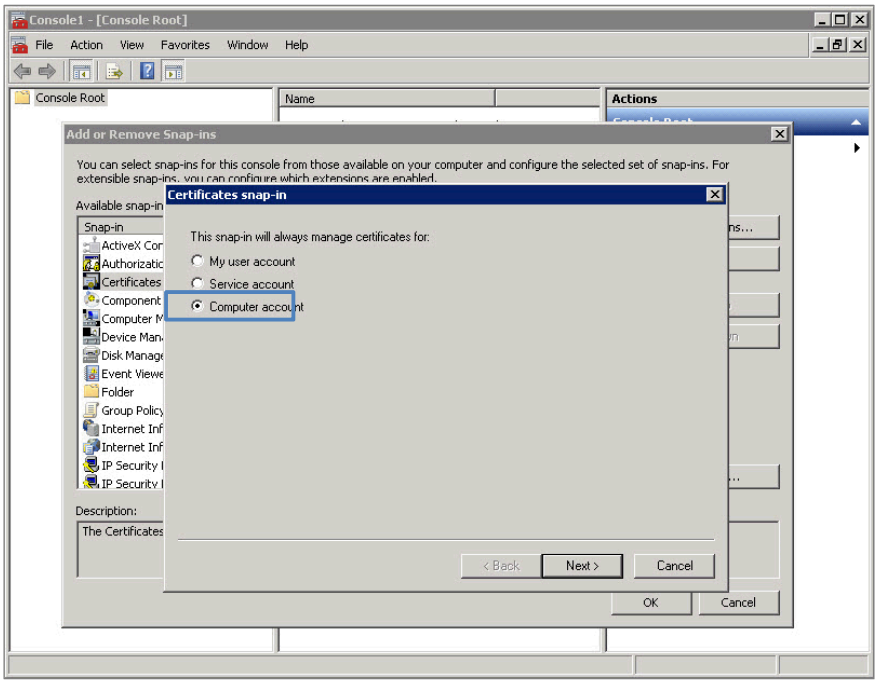


Figure 11-20: Certificates snap-ins Dialog Box

5. Click the **Next** button. *The Select Computer dialog box will open.*

6. From the Select Computer dialog box, select the **Local Computer (the computer this console is running on)** radio button.

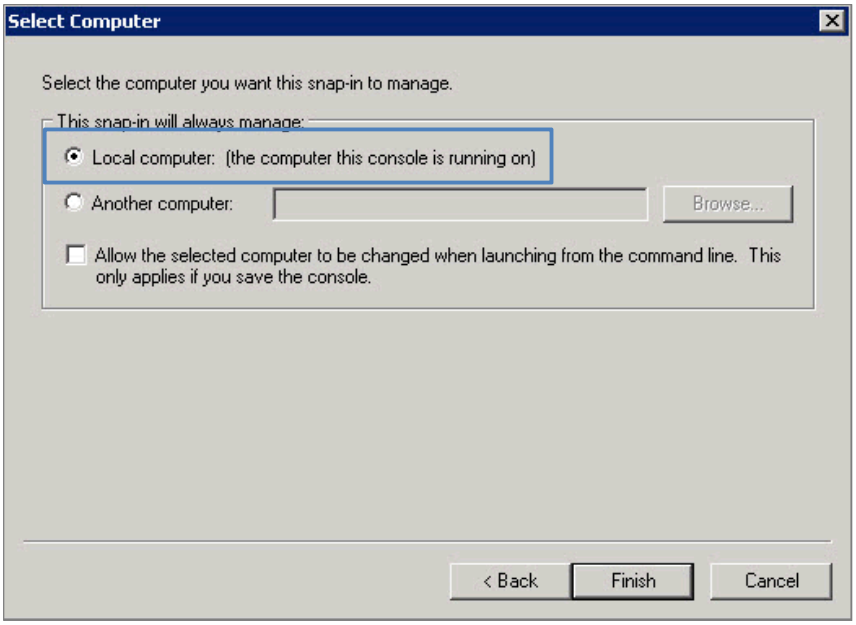


Figure 11-21: Select Computer Dialog Box

7. Select the **Next** button, and then click the **OK** button in the **Add Remove Snap-ins** dialog box.

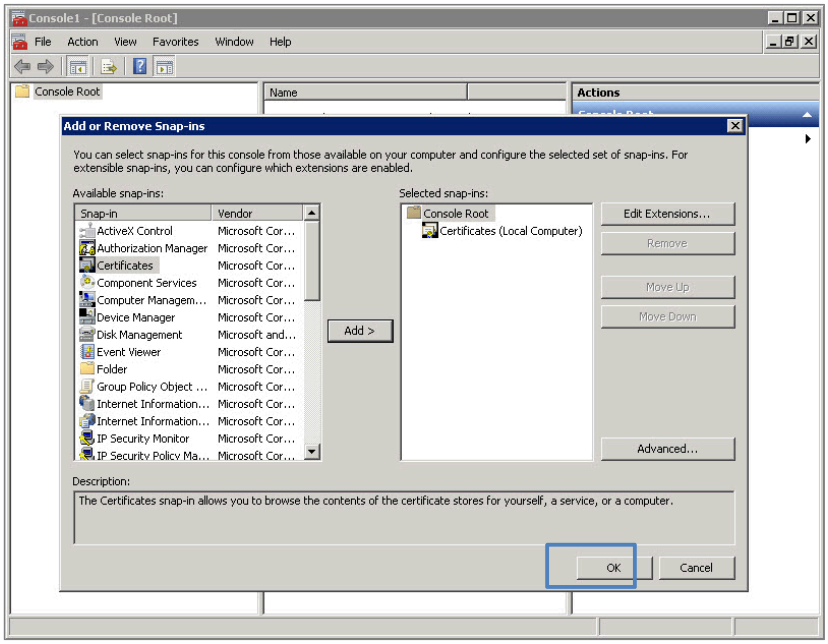


Figure 11-22: Add Remove Snap-ins Dialog Box

8. In the left pane, expand the **Local Computer** root, then expand **Personal** root, and then select the **Certificates** folder. *The newly created self-signed certificate is available in the center panel.*

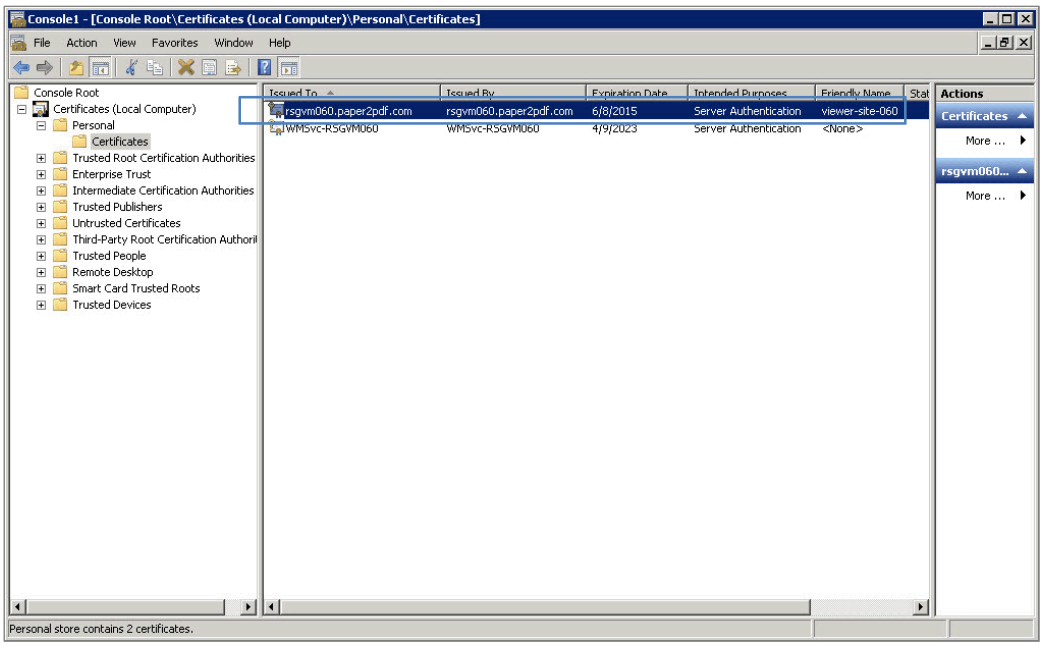


Figure 11-23: Console Displaying Newly Created Certificate

9. Select the recently created certificate from the Console. Select the **Action** drop-down menu, select the **All Tasks** menu option, and then select the **Export** option. *The Certificate Export Wizard dialog box will open.*

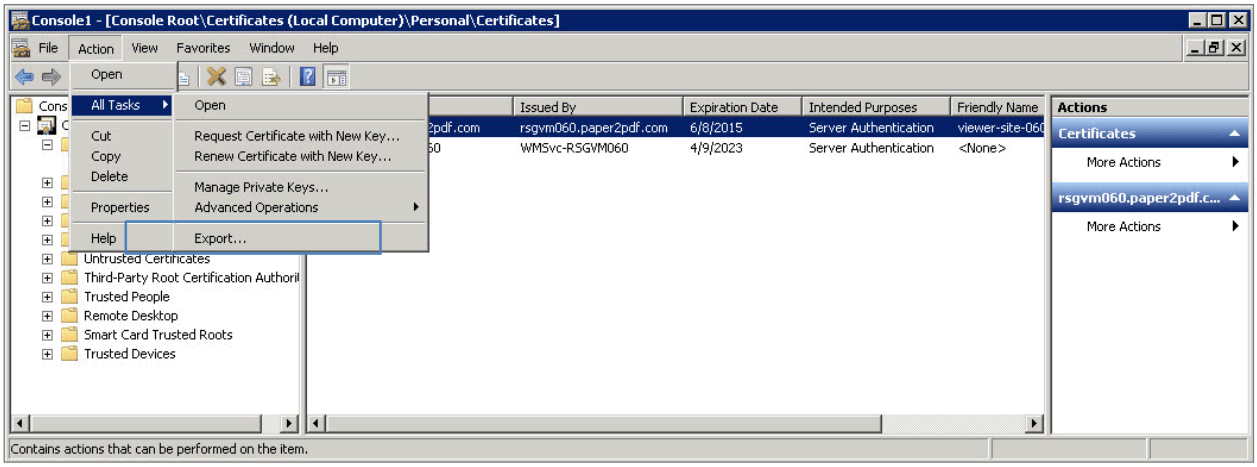


Figure 11-24: Console Showing Menu Options

10. Once the Certificate Export wizard starts, click the **Next** button.

Figure 11-25: Certificate Export Wizard

11. Ensure the **No, do not export the private key** radio button is selected, and then click the **Next** button.

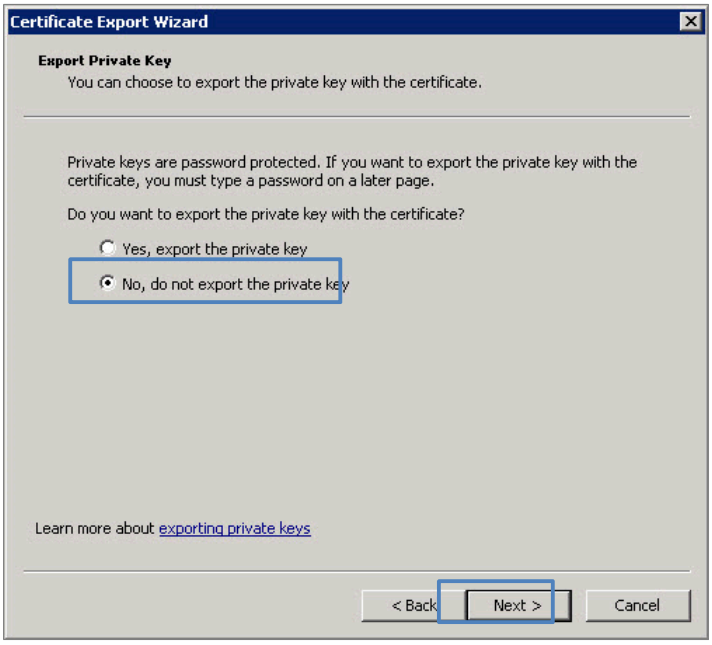


Figure 11-26: Export Private Key Dialog Box

12. Select the file format to export **(DER encoded binary X.509(.CER))** radio button, and click the **Next** button.

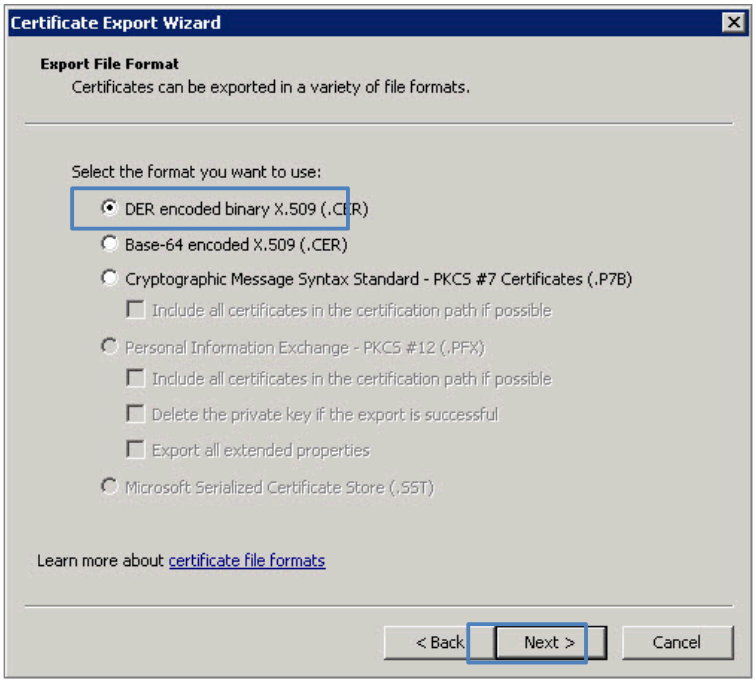


Figure 11-27: Export File Format Dialog Box

13. Select the **Browse** button in the Save As dialog box, provide the certificate name, and click the **Save** button.

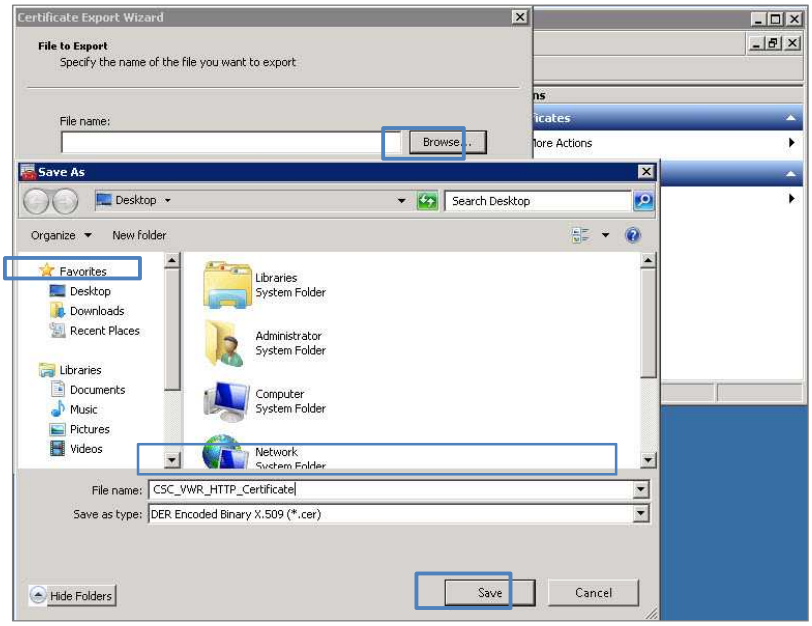


Figure 11-28: Selecting Name & Location for the Certificate

14. The file name and location can be seen in the text field. Click the **Next** button to proceed to the next step. *The Certificate Export Wizard page will appear.*

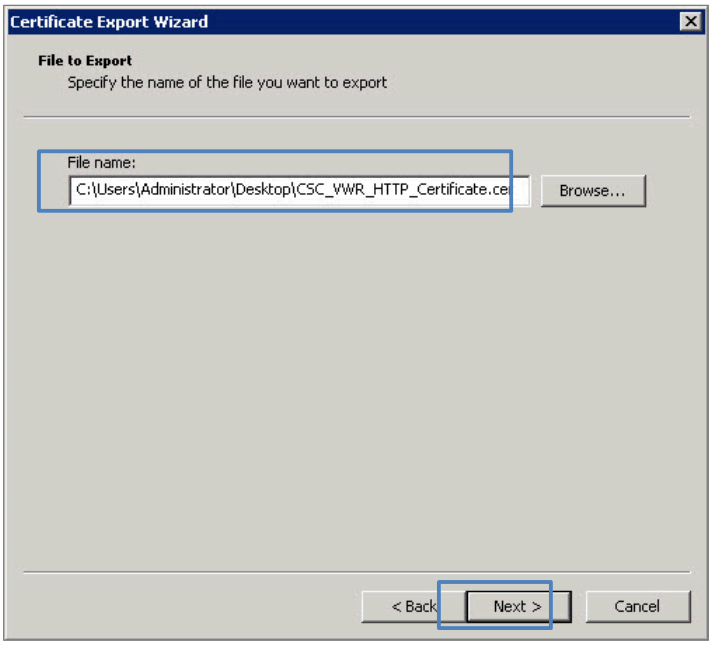


Figure 11-29: File Name Field Showing Certificate Name & Location

15. Click the **Finish** button in the Certificate Wizard dialog box. *The exported certificate will be available at the selected location.*

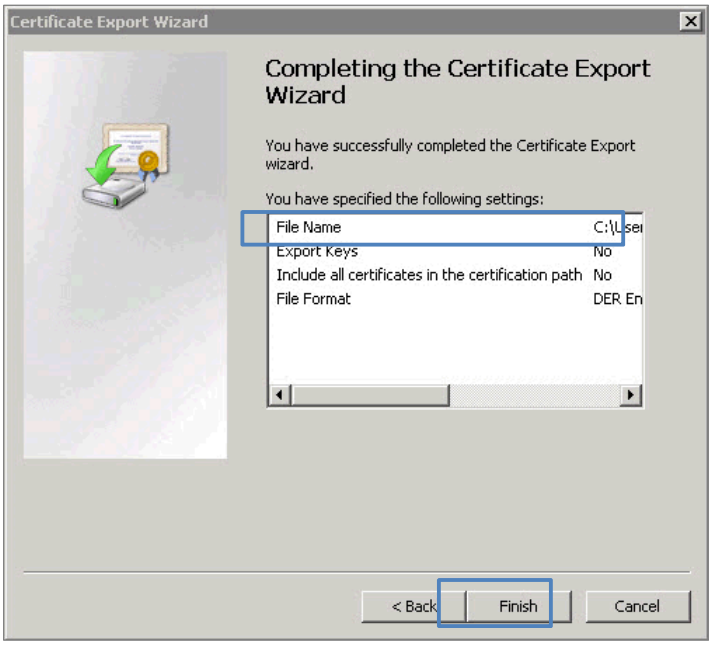


Figure 11-30: Certificate Export Wizard Showing File Name & Location

11.7 Import the Certificate using MMC

Only import certificates obtained from trusted sources. Importing an unreliable certificate could compromise the security of any system component that uses the imported certificate. Import a certificate into any logical or physical store. In most cases, import certificates into the Personal store or the Trusted Root Certification Authorities store, depending on whether the certificate is intended for you or if it is a root certification authority (CA) certificate.

Users or local **Administrators** is the minimum group membership required to complete this procedure. Review the details in "Additional considerations" in this section. Here are the steps to import a certificate.

1. Click the **Start** menu, type **MMC** in the search field, and then press the **Enter** key.

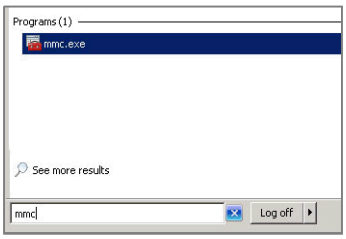


Figure 11-31: MMC Command in Search Field

2. From the MMC console, click the **File** menu and select the **Add/Remove Snap-in...** option from the drop-down menu. *The Add or Remove Snap-ins dialog box will open.*

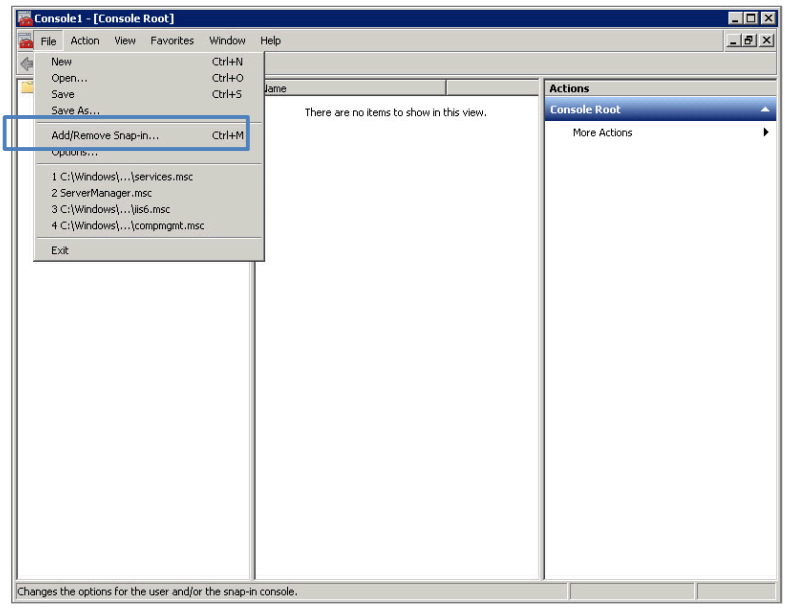


Figure 11-32: Add/Remove option in MMC Console

3. Select the **Certificates** option from the **Available Snap-ins** list, and click the **Add** button. *The Certificates snap-in dialog box will open.*

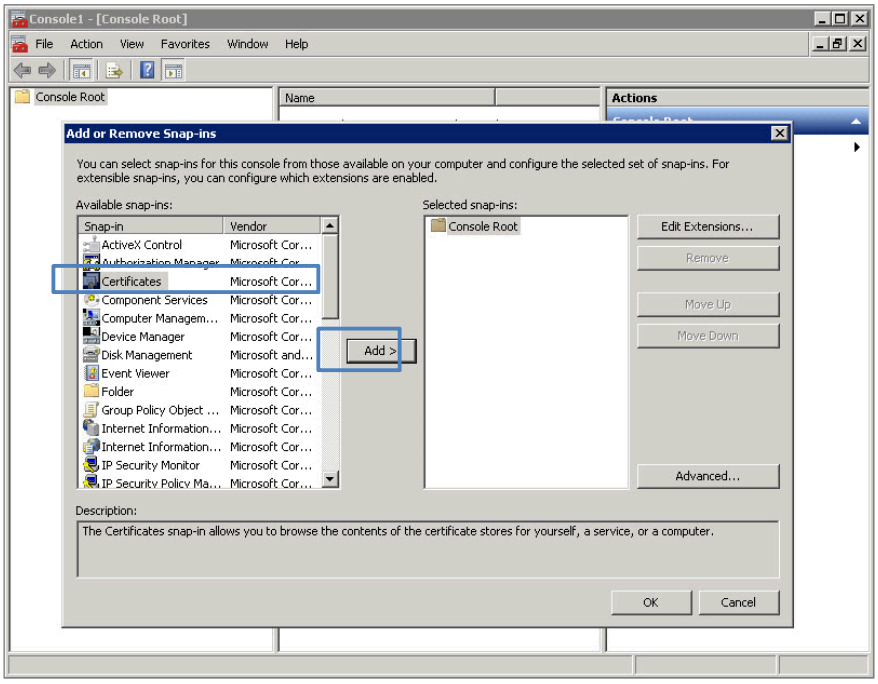


Figure 11-33: Add Remove Snap-ins Dialog Box

4. From the **Certificates snap in** dialog box, select the **Computer account** radio button.

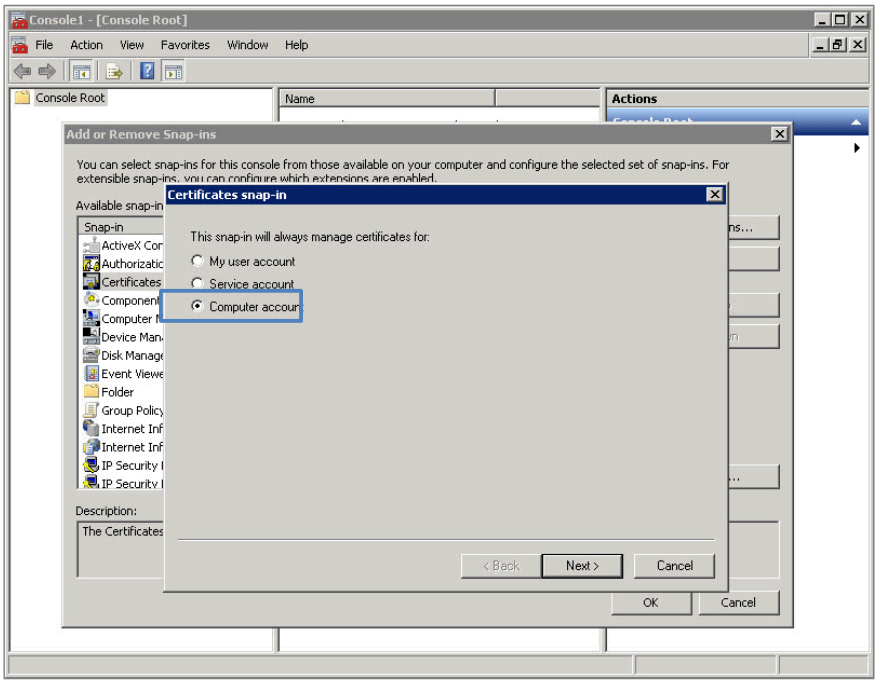


Figure 11-34: Certificates snap-ins Dialog Box

5. Click the **Next** button. *The Select Computer dialog box will open.*

6. From the Select Computer dialog box, select the **Local Computer (the computer this console is running on)** radio button.

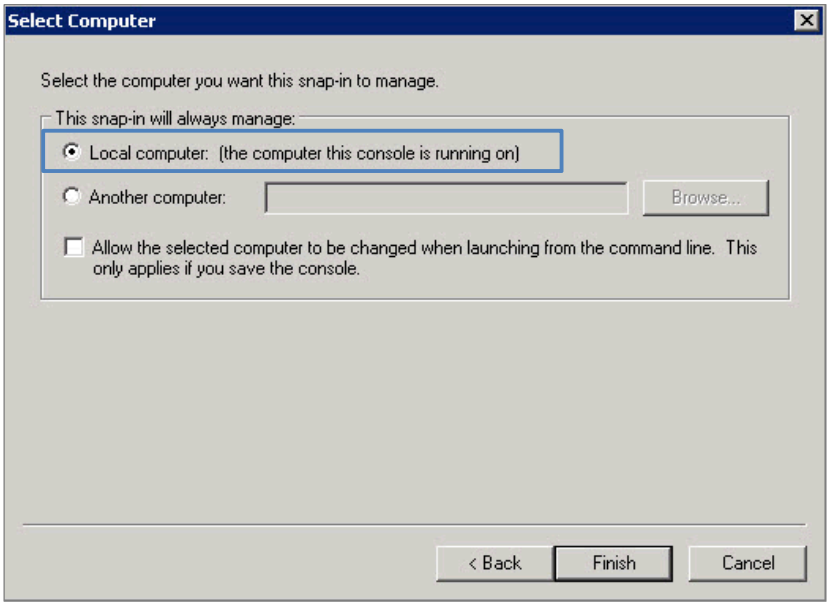


Figure 11-35: Select Computer Dialog Box

7. Select the **Next** button, and then click the **OK** button in the **Add or Remove Snap-ins** dialog box.

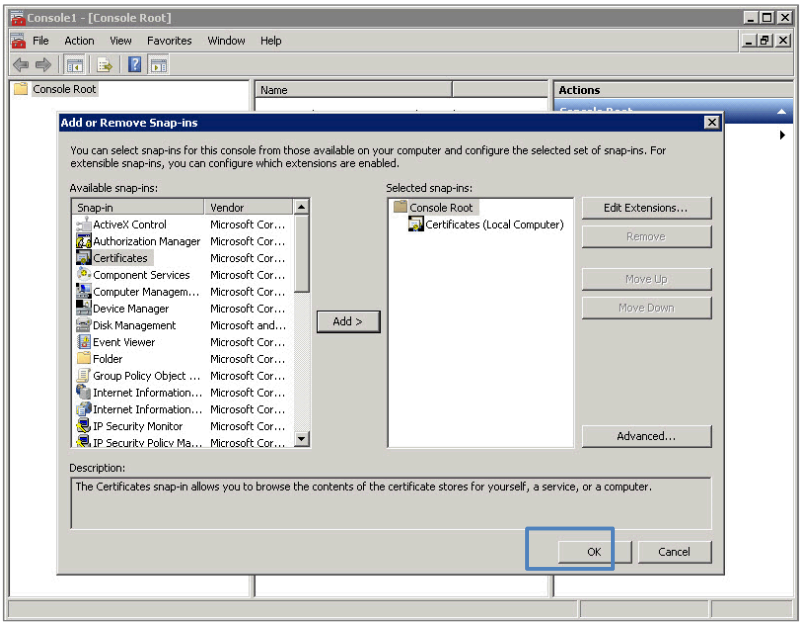


Figure 11-36: Add Remove Snap ins Dialog Box

8. In the left pane, expand the **Local Computer** root, then expand **Trusted Root Certification Authority** root, and then right-click on the **Certificates** folder. From the menu, select the **All Tasks** option, and then the **Import** option. *The Certificate Import Wizard dialog box will open.*

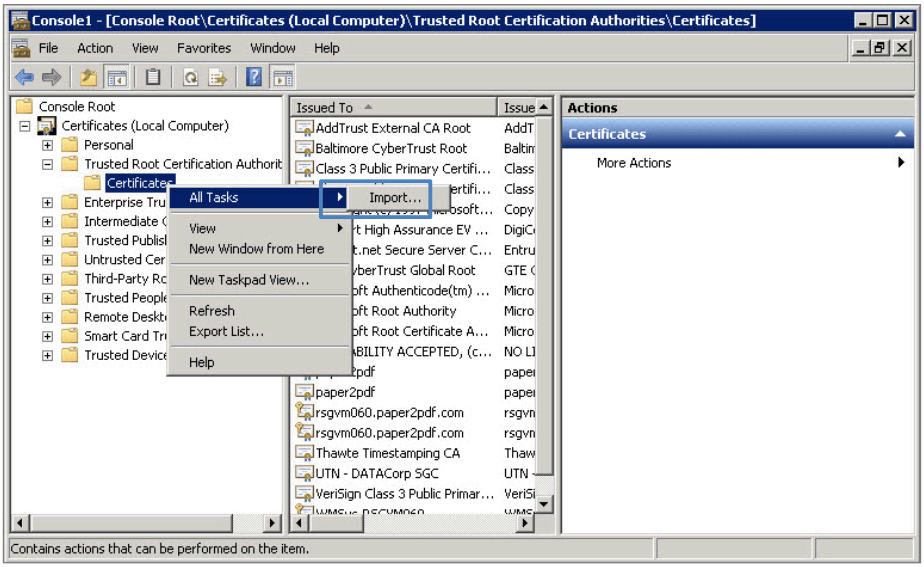


Figure 11-37: MMC Console showing Import Option

9. Once the Certificate Import wizard has started, click the **Next** button. The File to Import dialog box will open.
10. Click the **Browse** button to select the certificate location and name, and click the **Next** button.

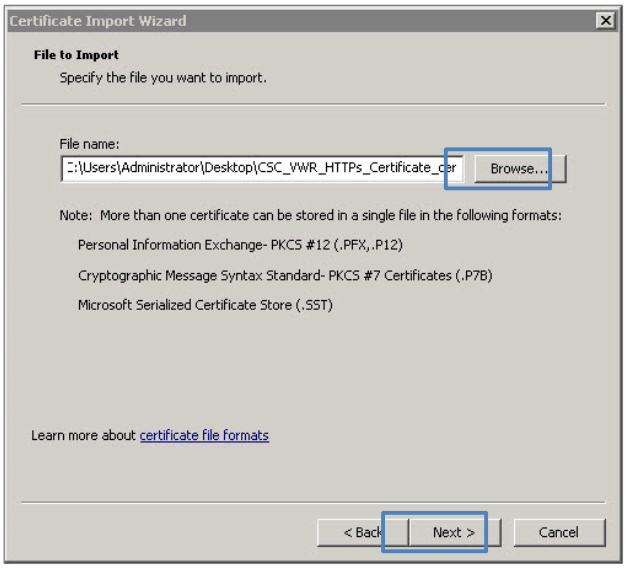


Figure 11-38: File to Import Dialog Box

11. Ensure the **Place all certificates in the following store** radio button is selected. This will place all certificates in the entered location. Select the **Next** button.

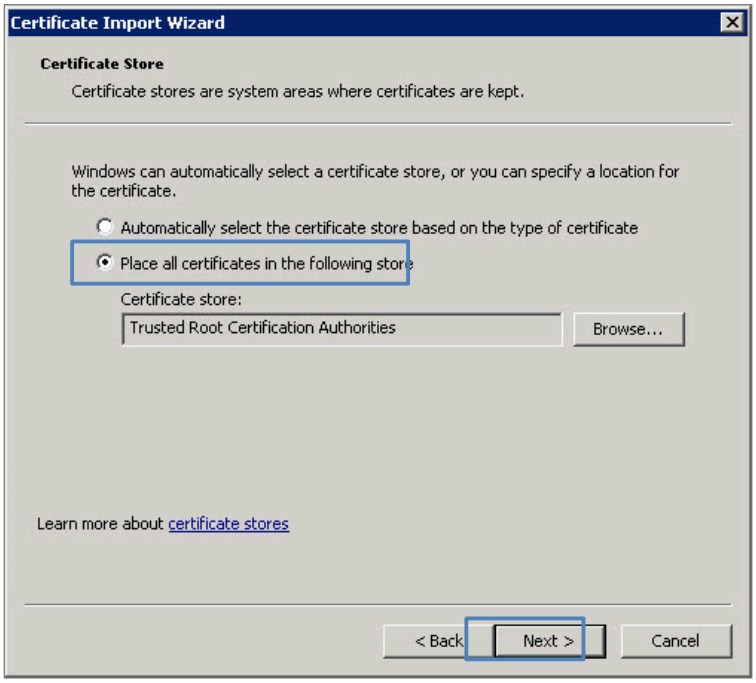


Figure 11-39: Certificate Store Information

12. Click the **Finish** button in the Certificate Import Wizard dialog box.

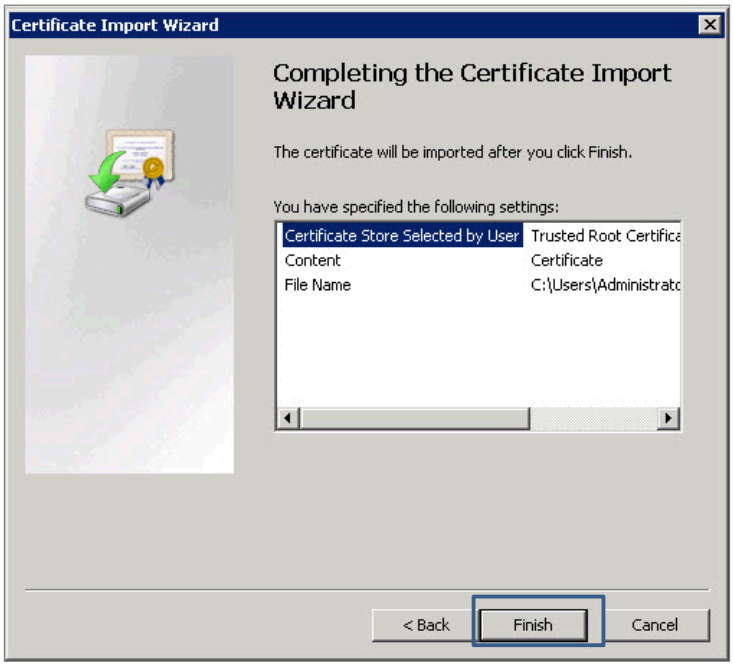


Figure 11-40: Completing Certificate Import Wizard

11.8 Where to Import the Certificate

The server where TRS Viewer Agents are deployed.

The servers from where TRS Viewer or eCTDService is accessing. (e.g. Tracker server)

The servers from where PDF service is accessing.

All the Client Machines from where user is accessing the TRS Viewer or eCTDService or PDF Service. (for VLM Integration and to avoid the website security certificate error)

Note: Refer to the "Import the Certificate" section for instructions to import the certificate.

11.9 TRS Viewer Session Time Out Setting

The Session Timeout property specifies the time-out period assigned to the Session object for TRS Viewer. If a user does not refresh or browse pages within the time-out period, the session will end automatically without a warning. The default time-out setting is set as 20 minutes. However, it can be increased, and the maximum value that can be entered is 1440 minutes. It is important to know that every open session is holding onto memory. If a user is logged out for inactivity, the user may log back in, but will be redirected to the Dossier List page.

IMPORTANT: If the Session Time Out setting is increased, the Timeout Settings for the Application Pool must be increased so that it is greater than the Session Time Out setting.

1. Click the **Start** menu, type **MMC** in the Search field, and then press the **Enter** key.

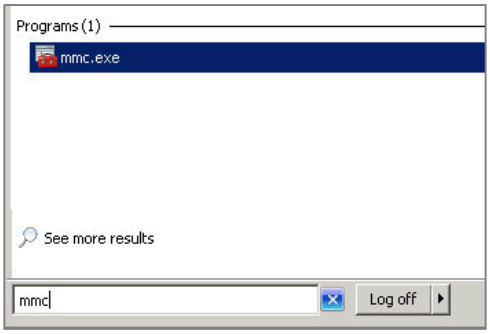


Figure 11-41: MMC Command in Search Field

2. Select **TRS Viewer** from the Default Web Site grouping and ensure the page is grouped by area as displayed in the below figure.

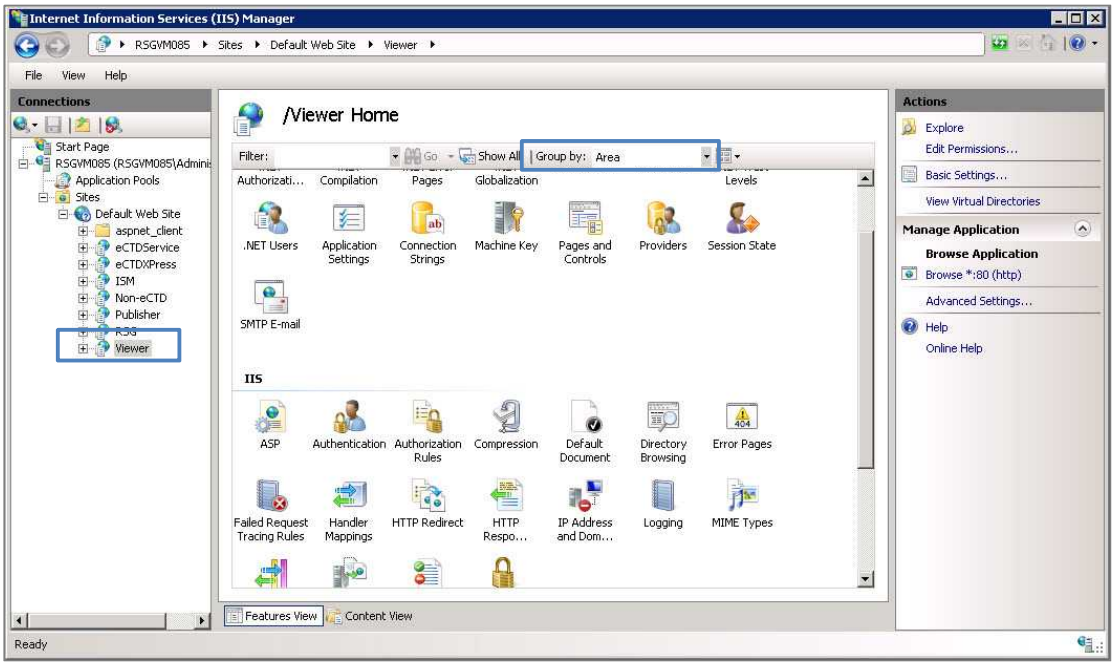


Figure 11-42: IIS Manager Showing Group By Area Selected

3. Select **ASP** from the IIS list, and right-click to select the **Open Feature** drop-down menu item. *The ASP Feature page will display.*

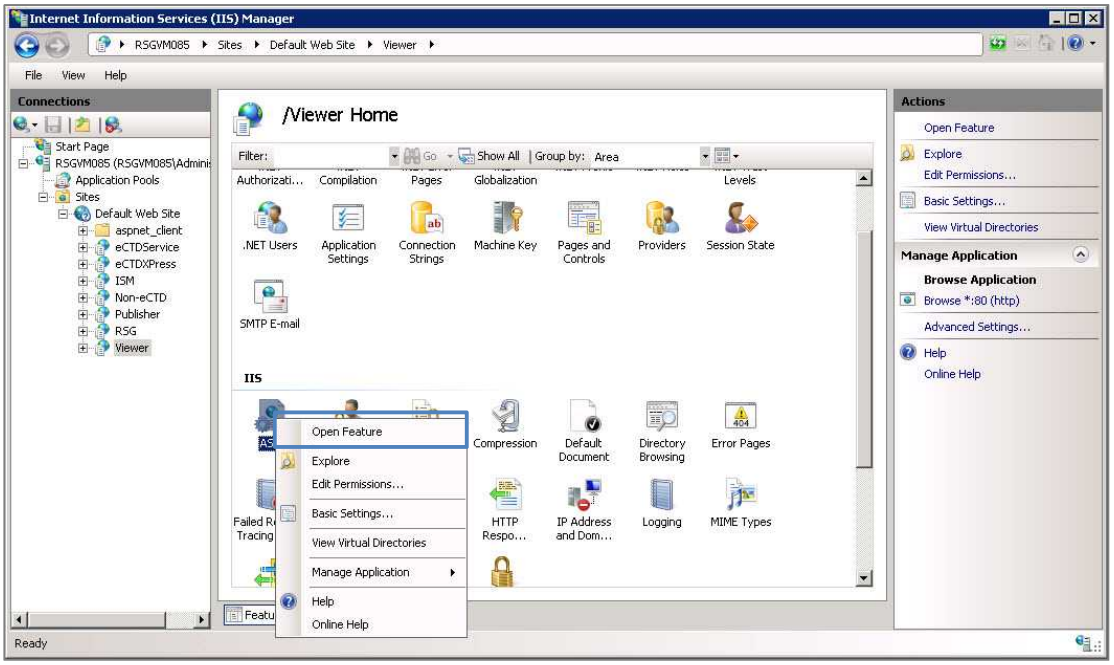


Figure 11-43: IIS Manager Showing ASP Open Feature Option

4. Expand the **Session Properties** list item as displayed in the below figure.

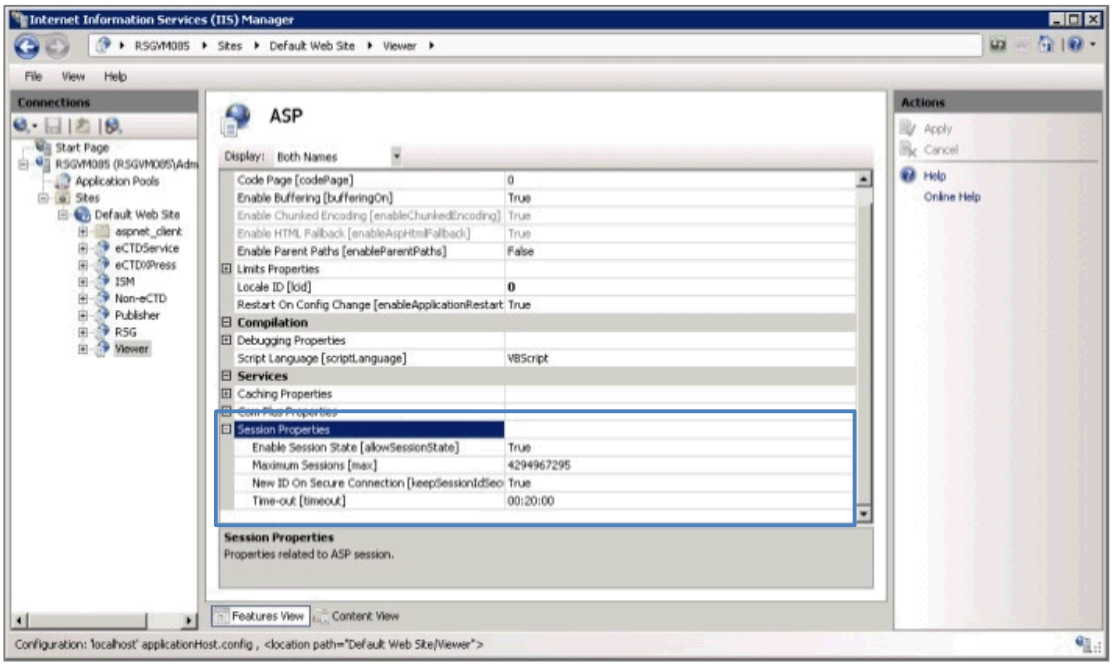


Figure 11-44: ASP Feature Window Displaying Session Properties

5. In the **Time-out** field, enter a time-out value in the hh:mm:ss format. For example, enter **00:40:00** for 40 minutes. Click the **Apply** option in the **Actions** pane to save the changes.

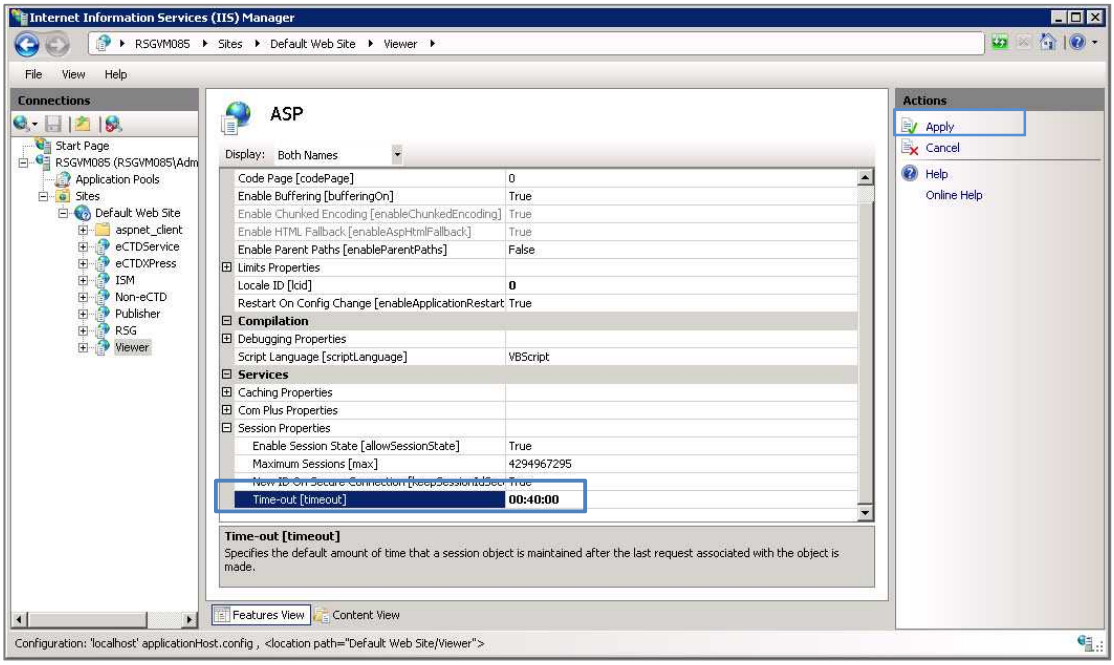


Figure 11-45: ASP Window Displaying Changes Made to Time-out Setting

11.10 Timeout Settings for TRS Viewer Application Pool

The TRS Viewer Application Pool Timeout setting specifies the time-out period assigned to the idle time out setting for the TRS Viewer Application Pool. If a user does not refresh or browse pages within the time-out period, the session will end automatically without a warning. The default time-out setting is set as 20 minutes. However, it can be increased, and the maximum value that can be entered is 1440 minutes. It is important to know that every open session is holding onto system memory.

Important: The Application Pool idle time-out must be greater than the TRS Viewer session time-out.

1. Click the **Start** menu, type **MMC** in the Search field, and then press the **Enter** key.

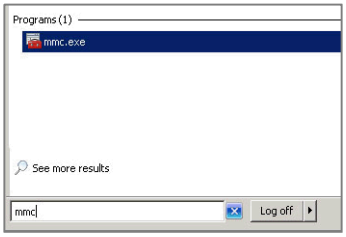


Figure 11-46: MMC Command in Search Field

2. Select **Application Pools** in the Connections pane, and then select the **TRS ViewerAppPool** option in the Application Pools list in the center pane.

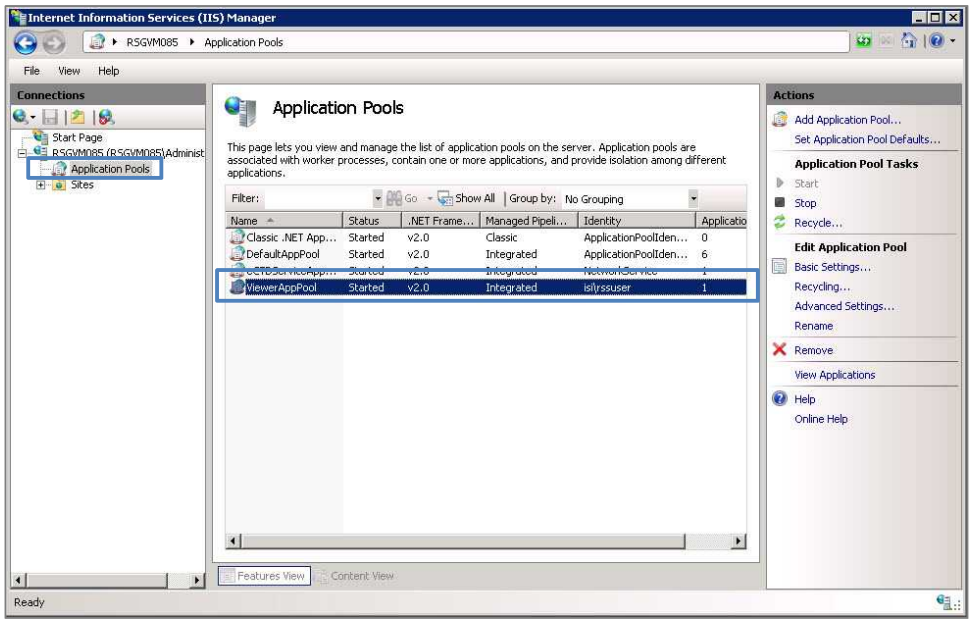


Figure 11-47: TRS ViewerAppPool option in the Application Pool Pane

3. Right-click the **TRS ViewerAppPool** from the list, and then select the **Advanced Settings**…. option from drop-down menu. The Advanced Settings dialog box will open.

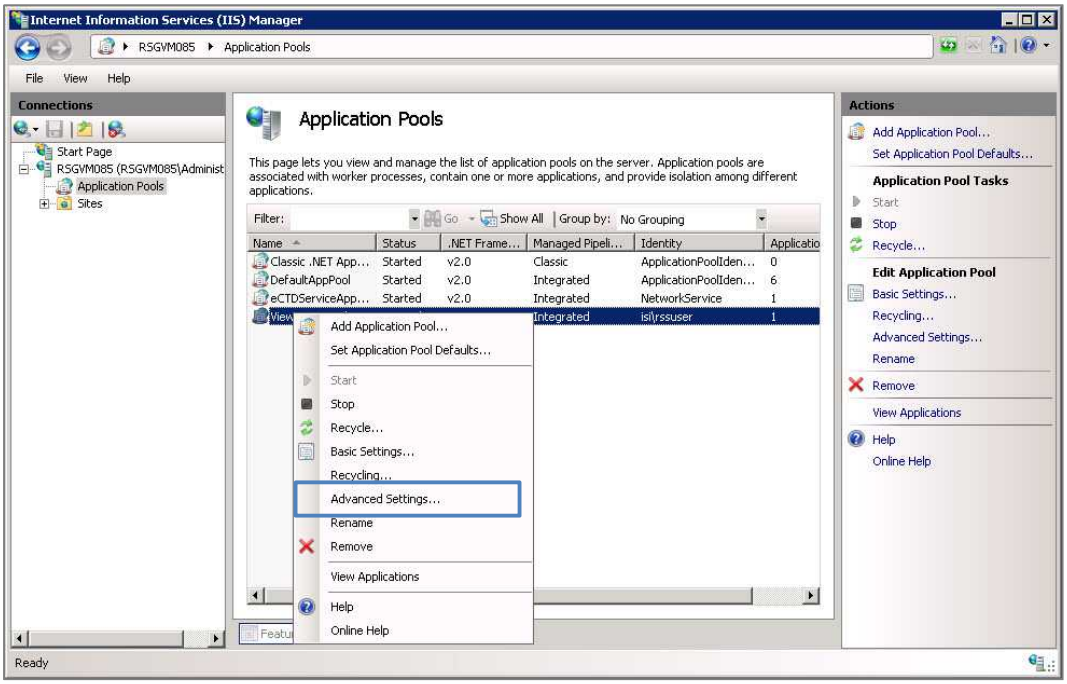


Figure 11-48: Application Pool Advanced Settings Option

4. Highlight the **Idle Time-out (minutes)** list item within the Process Model grouping, and change the time in minutes such as 40 for minutes. Then click the **OK** button.

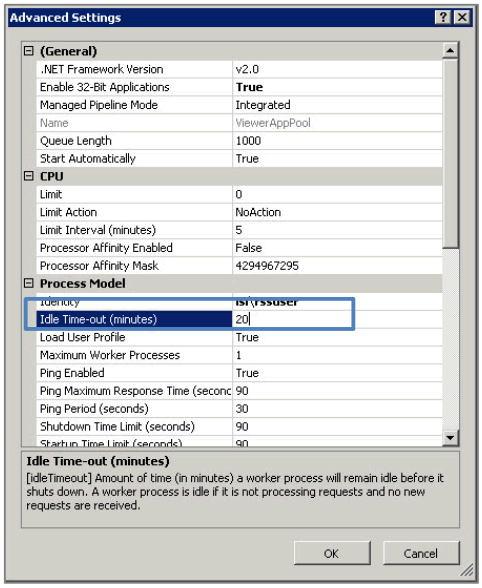


Figure 11-49: Advanced Settings Window, Idle Time-out Setting

11.11 Web Application Monitoring

If a user closes the browser instead of logging out, TRS Viewer will create a session timeout exception error. In order to prevent ASP. NET from logging the exception error as unhandled exception, it may be necessary to add the below commands to the Web.Config file.

```
<system.web>
  <healthMonitoring>
    <rules>
          <clear/>
    </rules>
  </healthMonitoring>
</system.web>
```

11.12 UploadReadAheadSize Configuration

When the TRS Viewer system is set up to use HTTPS, there may be times when an HTTP 413 session timeout error will occur. This is due to the number of bytes that can be read. To resolve this error and prevent it from reoccurring, the *uploadReadAheadSize* value can be increased. This section explains how to change the *uploadReadAheadSize* value.

Follow the steps provided to configure the *uploadReadAheadSize* value using the IIS Manager.

11.12.1 Using IIS

1. Navigate to **Start** >>**All Programs** >> **Administrative Tools** >>**Internet Information Manager (IIS)**.

2. Select **TRS Viewer** from under **Default Web Site** from the tree view in the **Connections** pane.

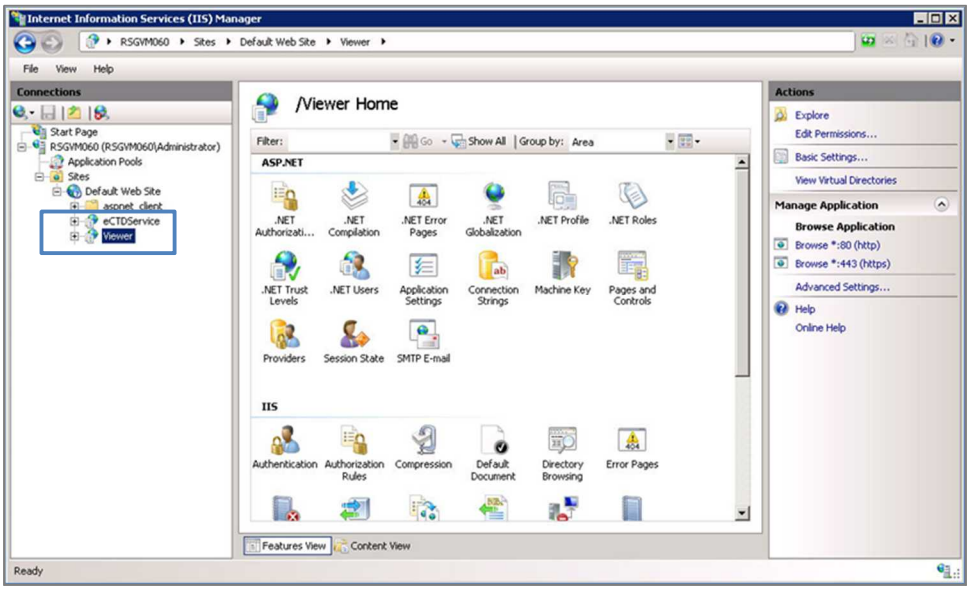


Figure 11-50: Internet Information Services (IIS) Manager

3. Right-click on the **Configuration Editor** from the **Management** list, and then select **Open Feature** from the pop-up menu. *The Configuration Editor page will display.*

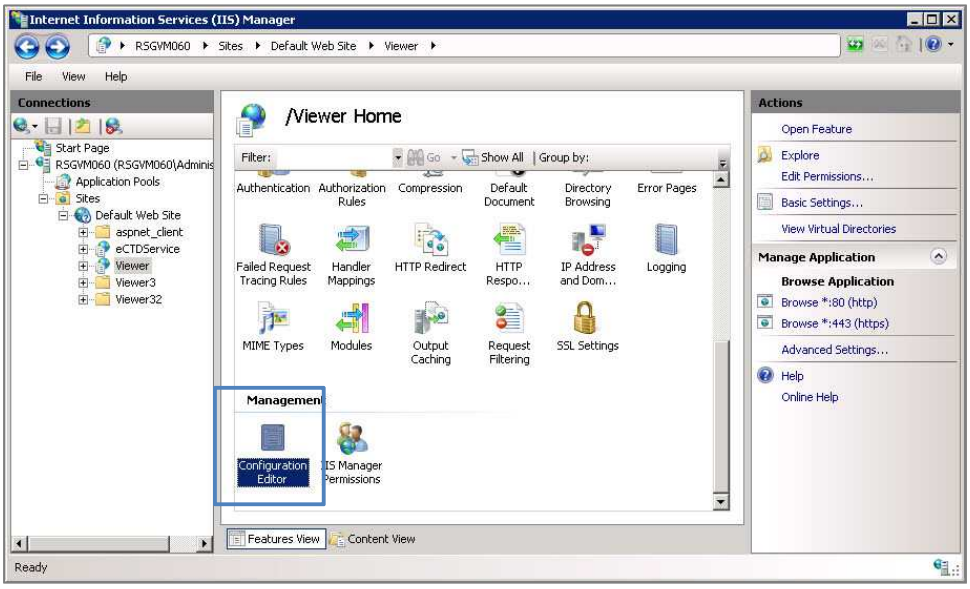


Figure 11-51: Configuration Editor Selected in Management List

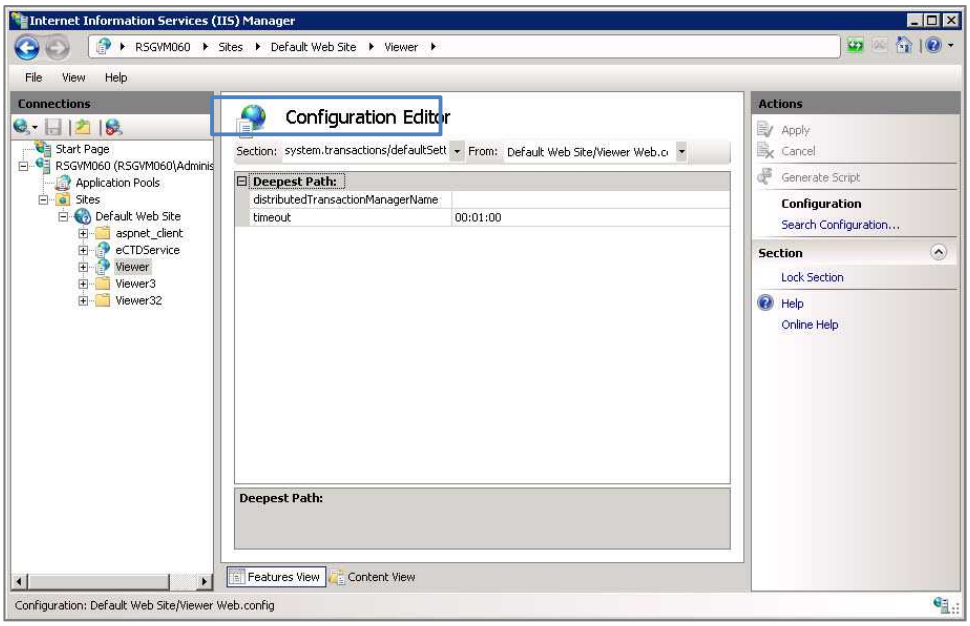


Figure 11-52: Configuration Editor Options

4. Select **ServerRuntime** from the **Section** drop-down menu item. *The ServerRuntime options will display.*

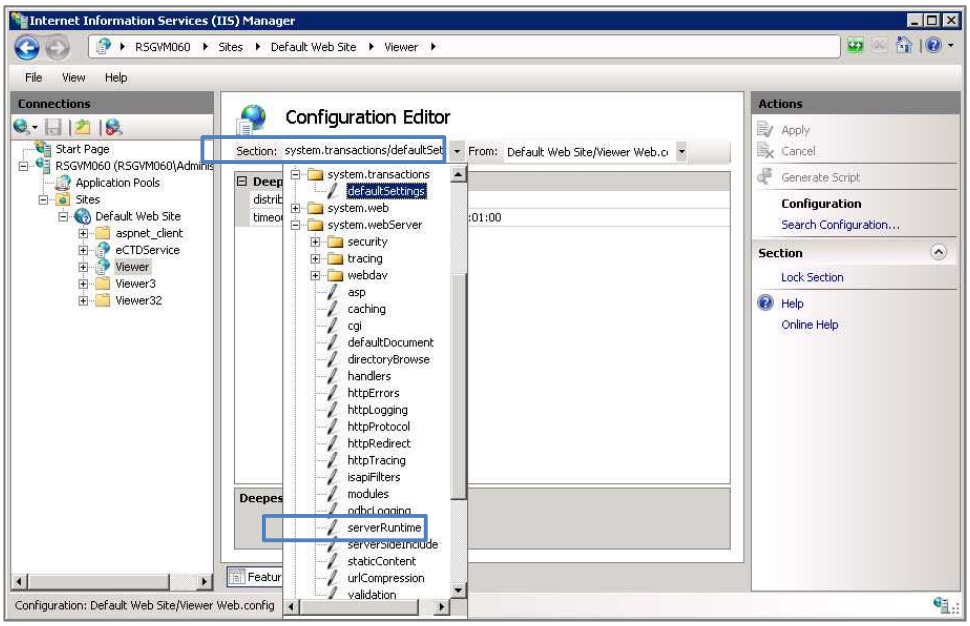


Figure 11-53: Configuration Editor Sever Runtime Option Selected

5. Highlight **uploadReadAheadSize** from the list, enter a new value, and click the **Apply** button. *The default value is 49152, but it can be set to any number between 0 and 2147483647.*

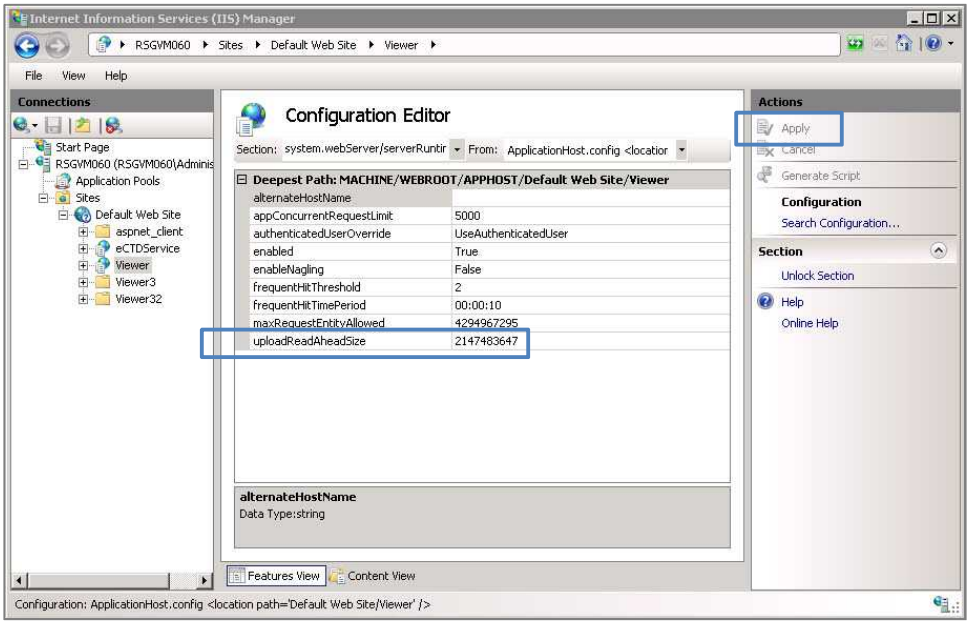


Figure 11-54: Displaying uploadReadAheadSize Setting

11.12.2 Using Command Prompt

Login to the server where TRS Viewer is configured with HTTPS

1. Open Command prompt with elevated privileges (Run as Administrator)
2. Navigate to C:\Windows\System32\inetsrv
3. Run the below command

appcmd https://<computername.domainname>/TRS Viewer" /section:system.webserver/serverruntime /uploadreadaheadsize:2147483647 /commit:apphost

12.0 Accessing TRS Viewer

This section provides brief instructions on launching TRS Viewer. Refer to the TRS Viewer Administration Guide for details on Administration functions.

12.1 Accessing TRS Viewer

1. Open an internet browser window and enter the following URL: http://(servername)/TRS Viewer (for example: http://rssview-srv1/TRS Viewer).

> **Note:** If a secure site was setup for access without having to be connected to your company's network, use https://.

2. The TRS Viewer system will open to a login page. Enter the initial Administrator's login credentials.

   Please consult with a DXC implementation engineer or contact the DXC Product Support team for the initial login credentials.

Figure 12-1: TRS Viewer Log in Dialog Box

3. Navigate to **Administration** >> **User Group Management.** Ensure User Management launches successfully and check the License Info. If there are any issues, please contact the DXC Support for an updated license file.

> **Note:** It is necessary for users to add TRS Viewer site in their IE as a trusted site.

13.0 Appendix 01: The TRS Viewer PDF Plugin Silent Install

Using a silent installation will allow for installing TRS Viewer PDF Plug on client machines without the need to enter information or click through an installation wizard. Additionally, no messages will display.

Since there is no graphical user interface, a response file is used to launch the installation through a command prompt.

The response file is typically created by an IT specialist or someone with advanced computer software knowledge. Then, the response file and instructions can be provided to others to run the installation on their machines.

13.1 Creating a Response File

Follow these steps to create a silent installation response file.

1. Locate and copy the **TRS ViewerPDFPlugIn4.0.0000.exe** to a local location, such as c:\DXC\PDFPlugin.
2. Open the **Windows Run** dialog box and type in "**cmd**". Then, press the **Enter** key.
3. Using the "cd command", drill down to the location where the **TRS ViewerPDFPlugIn4.0.0000.exe** file was saved (e.g. C:\DXC\PDFPlugin).
4. Enter the following command line and then press the **Enter** key.
   ```
   "TRS ViewerPDFPlugIn4.0.0000.exe" -r -f1:"C:\DXC\PDFPlugin\TRS ViewerPDFPlugIn4.0.0000.exe_setup.iss"
   ```
5. Continue with the InstallShield Wizard installation sequence. The selections will be recorded and translated into the output response file.
6. Locate the newly created response file (e.g. TRS ViewerPDFPlugIn4.0.0000.exe_SETUP.iss). It will be in the folder indicated (e.g. C:\DXC\PDFPlugin).

13.2 Launching the Silent Installation

Once the response file is created, it can be used to launch the silent installation. Follow the steps below to perform the silent installation.

1. Copy the TRS ViewerPDFPlugIn4.0.0000.exe installer and the created response file (TRS ViewerPDFPlugIn4.0.0000.exe_SETUP.iss) to a location on the server where TRS Viewer is installed.
2. Open the **Windows Run** dialog box and type in "**cmd**". Then, press the **Enter** key.
3. Using the "cd command", drill down to the location where the **TRS ViewerPDFPlugIn4.0.0000.exe** and the response file was saved.
4. Enter the following command line and then press the **Enter** key.

   ```
   "TRS ViewerPDFPlugIn4.0.0000.exe" -s -f1:"<C:\DXC\PDFPlugin>\TRS
   ViewerPDFPlugIn4.0.0000.exe_setup.iss"  -f2:
   "<C:\DXC\PDFPlugin>\PDFPlugIn_SILENT_INSTALL.log"
   ```

   The installation process will occur in the background and will take a brief while to complete.
5. Navigate to **Control Panel > Program > Programs and Features** to verify the TRS Viewer PDF Plugin has been installed.

13.3 Checking the Log File for Errors

A log file is created and saved in the same folder where the response file exists (if the suggested command line from the previous step was used). For example:

```
C:\DXC\PDFPlugin\PDFPlugIn_SILENT_INSTALL.log
```

The log file contains a ResponseResult section which details the result codes indicating whether or not the silent installation was successful. An integer value is assigned to the ResultCode keyname in the ResponseResult section. InstallShield places one of the following return values after the ResultCode keyname:

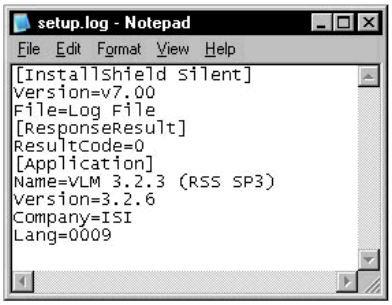


Figure 13-1: Silent Installation Log File

1. - 0 [Success]
2. - 1 [General error]

3. - 2 [Invalid mode]
4. - 3 [Required data not found in the response file]
5. - 4 [Not enough memory available]
6. - 5 [File does not exist]
7. - 6 [Cannot write to the response file]
8. - 7 [Unable to write to the log file]
9. - 8 [Invalid path to the InstallShield Silent response file]
10. - 9 [Not a valid list type (string or number)]
11. - 10 [Data type is invalid]
12. - 11 [Unknown error during setup]
13. - 12 [Dialogs are out of order]
14. - 51 [Cannot create the specified folder]
15. - 52 [Cannot access the specified file or folder]
16. - 53 [Invalid option selected]