acQuire GIM Suite

Installation Guide

Document information

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1   acQuire GIM Suite Installation Guide

This document explains how to install acQuire GIM Suite's components, acQuire GIM Suite Server and acQuire GIM Suite Desktop.

1.1   About acQuire GIM Suite Server

acQuire GIM Suite Server consists of the following components:

Component	Description
acQuire Arena	acQuire Arena is a web application used to design and publish interactive, web-based dashboards, including data grids, logs, maps and charts.
acQuire Information Manager	The acQuire Information Manager is a service to run scheduled tasks, such as Active Directory synchronisation and data caching.
acQuire Configuration Database deployment	The acQuire Configuration Database is deployed to your SQL server and is a prerequisite for running automation, data caching and acQuire Arena. It is used by the server components to manage: • The location and credentials for the database(s) • Users and user groups • Other settings that the server components need to operate (e.g. mail settings).

1.2   About acQuire GIM Suite Desktop

acQuire GIM Suite Desktop consists of the following components:

Component	Description
acQuire 4	acQuire 4 is a Geoscientific Information Management (GIM) solution for the capture, management and delivery of geoscientific observations and measurements across a range of industries and commodities. The acQuire 4 technology consists of the: • acQuire Data Model (ADM) • acQuire 4 software. The ADM is a relational database specifically designed for storing and managing geoscientific observation and measurement data in a logical way. The ADM also contains: • Rules to maintain data integrity • Views to allow data manipulation and manage presentation.
acQuire Support Application	The acQuire Support Application is a single application that gives the user access to important system and product details that can help the acQuire Support team when troubleshooting support incidents.

For an acQuire GIM Suite Desktop installation, refer to the following sections:

* Prerequisites:
  * **System requirements**
  * **acQuire licensing**
* Installation:
  * **acQuire GIM Suite Desktop**

- **Upgrade your site's databases**
- First time setup:
  - **Set up acQuire 4**
  - **Set up acQuire 4 automation and data caching**.

2 Prerequisites

For a successful GIM Suite installation, there are a number of prerequisites that must be met.

2.1 System requirements

See *System Requirements for acQuire GIM Suite.pdf* on the acQuire website for more information.

2.2 acQuire licensing

> Upgrading to GIM Suite 5.0 will need a new set of licences as the existing GIM Suite licences will be deprecated.

As an administrator, you *must* make sure the following prerequisites are met:

- acQuire Licence Manager (my.acquire.com.au) *must* be available and port 443 *must* be open for this address.

> ⚠ GIM Suite web server requires access to the acQuire Licence Manager. End user licences are originally checked by your browser and then passed to the server where they are kept alive.

- acQuire *recommends* you:
  - Use a HTTPS web server setup
  - Create an Active Directory group for all of your GIM Suite users to make it easier to manage licences.

2.2.1 GIM Suite licences

The GIM Suite licence types are:

Licence type	Description
GIM Suite Design	Required by Database Managers to manage licences, roles, tasks and workspaces.
GIM Suite Analyse	Required by advanced users responsible for collating data and for data quality, including importing data into acQuire Arena.
GIM Suite Contribute	Required by users who need to enter data into the database using a data capture task in acQuire Arena.
GIM Suite Read	Required by end users to view the tasks and workspaces assigned to them by the Database Manager. You cannot change or enter data into the database with a GIM Suite Read licence.

Each user can be assigned to one licence only. The licence types are hierarchical, so a user with a:

- **GIM Suite Design** licence also has all the capabilities of the GIM Suite Analyse, GIM Suite Contribute and GIM Suite Read licences
- **GIM Suite Analyse** licence also has GIM Suite Contribute and GIM Suite Read capability
- **GIM Suite Contribute** licence also has GIM Suite Read capability.

See *acQuire Licensing.pdf* on the acQuire website for more information about working with acQuire licences.

2.3   Prepare your web server for acQuire Arena

2.3.1   IIS configuration

As an administrator, you must install and configure IIS on the web server *before* installing acQuire Arena *only* if you have a new or unconfigured web server. The following components must be installed and configured:

Section	Feature
Application Development Features	• .NET Extensibility 4.8 • ASP.NET 4.8 • ISAPI Extensions • ISAPI Filters
Common HTTP Features	• Default Document • Static Content
Performance Features	• Static Content Compression
Security	• Request Filtering • Windows Authentication

See **Add the Web Server (IIS) role** for more information on how to configure your web server for acQuire Arena.

2.3.2   External network access

The web server will need external network access to:

- Send licence usage information to acQuire to manage acQuire licences.
- Send software usage information to acQuire to help prioritise improvements. Contact **Commercial Support** if you want to opt out of software usage information collection.
- Access Bing maps when exporting a map from an acQuire Arena task that includes Bing map layers.

See **Provide external network access for acQuire Arena** for more information.

2.3.3   Supported browser is installed

A supported browser will need to be installed on the web server to complete the acQuire Arena first time setup. See *System Requirements for acQuire GIM Suite.pdf* on the acQuire website for more information.

2.4   Sufficient rights

To install or upgrade GIM Suite, you will need to ensure that you have sufficient rights to perform the upgrade. You will need the following rights to install or upgrade GIM Suite:

- **acQuire Information Manager:** details for the account running the acQuire Information Manager, if not the default account
- **Configuration database:** if you are connecting through:
  - **SQL account:** the account must have db_owner permission on the configuration database to perform the upgrade
  - **Trusted account:** the account used to run the installation must have db_owner permission on the configuration database to perform the upgrade.

2.5   Service accounts

A service account must have an email address as part of its setup. The email address does not need to be operational or have a mailbox associated with it, but it must have the correct company domain for your organisation. For example, if the service account name is **acQuireGIMService**, the email address would need to be *acQuireGIMService@acquire.com.au*.

3 Recommended accounts for acQuire GIM Suite Server

Consider the following recommendations for a successful acQuire GIM Suite Server installation.

To simplify deploying acQuire GIM Suite Server, acQuire *recommends* that the following accounts are configured before installation.

> It is recommended to follow the guidelines below for the accounts used with the acQuire GIM Suite Server components. Using different accounts and Windows authentication for database connections can result in a more complicated configuration for acQuire 4 Automation and acQuire Arena.

3.1 Run acQuire Information Manager and acQuire Arena

acQuire recommends that a *"dedicated domain account"* (for example, <domain>\acQuireGIMService) is created to run the following:

- **acQuire Information Manager:** requires read and write permission to a file server for running acQuire 4 automation jobs, such as importing and exporting.
- **acQuire Application Pool in IIS for acQuire Arena:** requires read permissions to access file locations for acQuire Arena content, such as core photo locations and GIS shapefiles.

3.2 Database connections

acQuire recommends that a *"dedicated SQL Server authenticated account"* (for example, acQuireSQLService) is used to connect to the following:

- acQuire Configuration Database
- Your site's acQuire database(s).

It is recommended that this account is mapped to the role of **db_owner** on all of the databases that it connects to.

3.3 Service accounts

A service account must have an email address as part of its setup. The email address does not need to be operational or have a mailbox associated with it, but it must have the correct company domain for your organisation. For example, if the service account name is **acQuireGIMService**, the email address would need to be *acQuireGIMService@acquire.com.au*.

4   Installation

> You need to be logged on to your machine with administrator privileges.
>
> Multiple GIM Suite versions cannot be installed on the same machine. If you have a previous version of an GIM Suite component installed, it will automatically be upgraded when the latest version is installed. Before upgrading to new versions of GIM Suite, it is strongly recommended that the latest version is tested in a test environment before deploying it in a production environment.
>
> If you need to install the latest versions of any GIM Suite components on the same machine as a previous version, contact **support@acquire.com.au** for standalone versions of the relevant installers.

4.1   acQuire GIM Suite Desktop

To install acQuire GIM Suite Desktop, use the *acQuire GIM Suite Desktop.exe* file that can be downloaded from the acQuire **website** (existing customers only).

To install the application:

1. Download and save the *acQuire GIM Suite Desktop.exe* file to your local hard disk.

2. Run the *acQuire GIM Suite Desktop.exe* file. The **acQuire GIM Suite** dialog opens.

3. Click **next**. The **eula** page displays.

4. Read the licence agreement. If you agree to the licence terms, select the **I have read and I accept the terms in the licence agreement** checkbox.

5. Click **next**. The **destination** page displays.

6. If required, use the **Browse** button to specify a different location for acQuire GIM Suite Desktop to reside than the default that will apply. The default installation path is *C:\Program Files (x86)\acQuire*.

7. Click **next**. The **acQuire 4** page displays.

8. If you want to install acQuire 4, click **install**.

9. Click **next**. The **confirm** page displays with details of the components to be installed.

10. Click **install gim suite**. After the installation is complete, the **confirm** page displays the details of the changes made.

11. Click **close installer**. The **acQuire GIM Suite** dialog closes.

> If you are an administrator doing a silent install for the *acQuire GIM Suite Desktop.exe*, use the following code:
>
> - For installation (include the components to install): `"acQuire GIM Suite Desktop.exe" /quiet /add "acquire"`
>
> - For installation to a specified folder, add **/path** and the full path to the required destination folder, for example, `"acQuire GIM Suite Desktop.exe" /path "c:\acquire" /quiet /add "acquire"`
>
> - To uninstall all components: `"acQuire GIM Suite Desktop.exe" /quiet /uninstall`
>
> - To create a log file (optional), add this code to the end of any of the above: **/log log.txt**, for example, `"acQuire GIM Suite Desktop.exe" /quiet /add "acquire" /log log.txt`

4.2   acQuire GIM Suite Server

To install acQuire GIM Suite Server, use the *acQuire GIM Suite Server.exe* file that can be downloaded from the acQuire **website** (existing customers only).

To install the application:

1. Download and save the *acQuire GIM Suite Server.exe* file to your server.

2. Open the *acQuire GIM Suite Server.exe* file using **Run as administrator**. The **acQuire GIM Suite** dialog opens.

3. Click **next**. The **eula** page displays.

4. Read the licence agreement. If you agree to the licence terms, select the **I have read and I accept the terms in the licence agreement** checkbox.

5. Click **next**. The **destination** page displays.

6. If required, use the **Browse** button to specify a different location for acQuire GIM Suite Server to reside than the default that will apply. The default installation path is *C:\Program Files (x86)\acQuire*.

7. Click **next**. The **acQuire Arena** page displays.
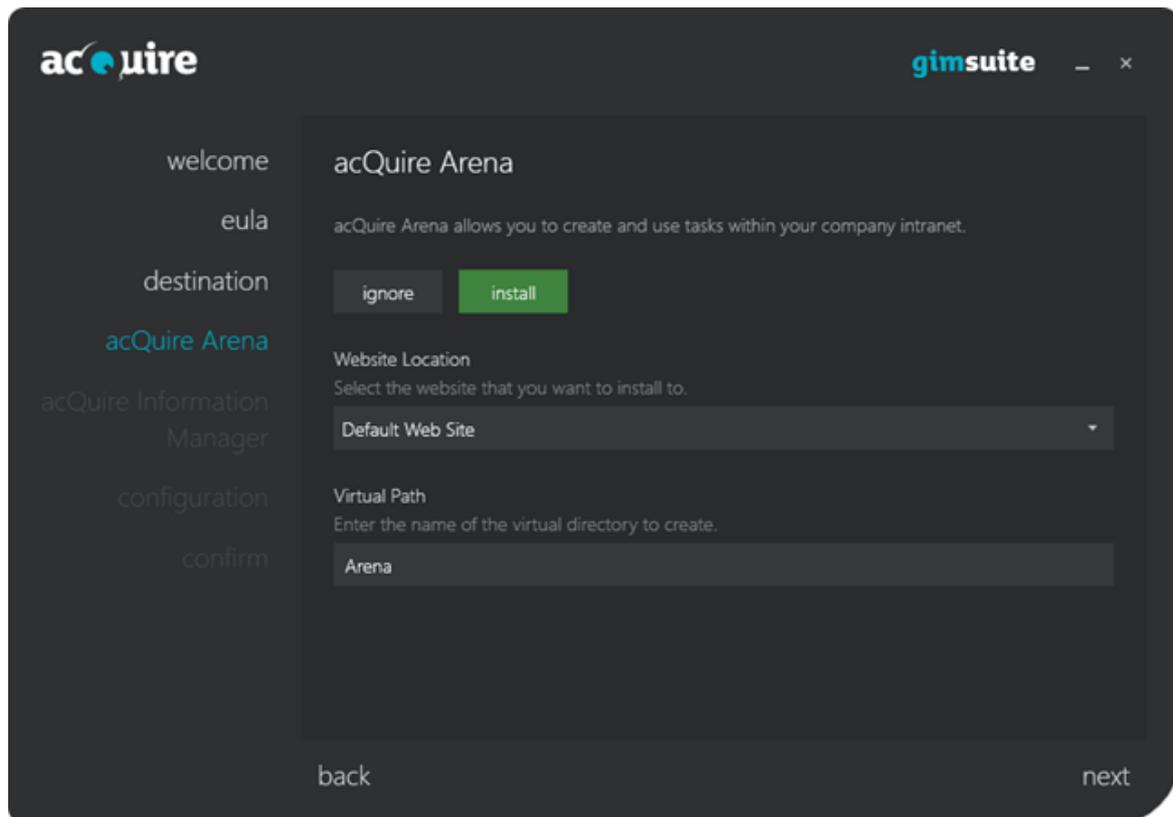
8. If you want to install acQuire Arena:

    a. Click **install**. The fields on this page become active.

    b. Select the website that you want to install to.

    c. Specify the name of the virtual directory that you want to create, for example, **Arena**.

    > 📝 The virtual directory name is a user-friendly name or alias that users see in the URL for acQuire Arena.

9. Click **next**. The **acQuire Information Manager** page displays.
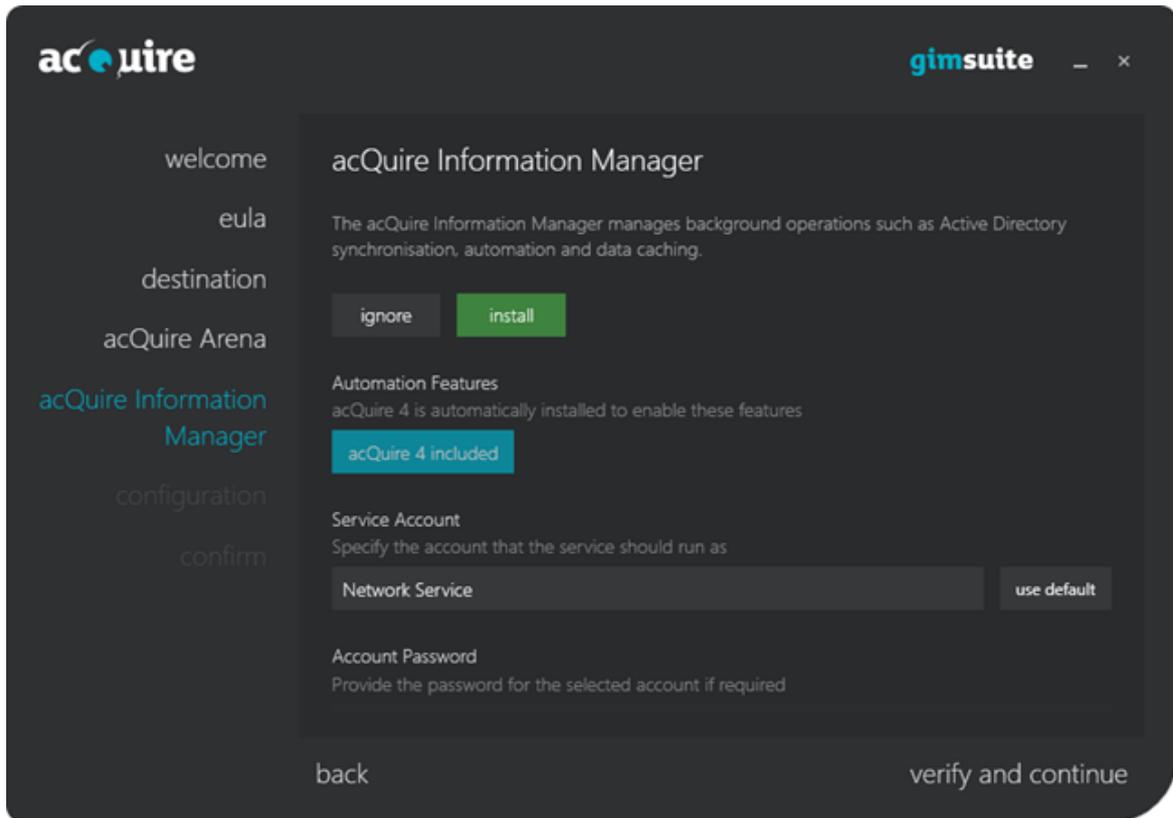
10. If you want to install acQuire Information Manager:

    a. Click **install**. The fields on this page become active. acQuire 4 will be automatically installed with acQuire Information Manager to enable automation features.

    b. Type the details for the account that the service should run as. If you want to use your default account, click **use default**.

    > 📝 The account running the acQuire Information Manager will require access to file locations when running acQuire automation. It is recommended that this service is run as a dedicated domain account (see **Recommended accounts for acQuire GIM Suite Server** for more information).
    >
   > A service account must have an email address as part of its setup. The email address does not need to be operational or have a mailbox associated with it, but it must have the correct company domain for your organisation. For example, if the service account name is **acQuireGIMService**, the email address would need to be *acQuireGIMService@acquire.com.au*.

    c. If required, specify the password for the account.

11. Either:

    a. Click **next**.

       - or -

    b. Click **verify and continue**.

> If the **Credentials are invalid!** dialog opens, click **ok** and specify the correct account details.

The **configuration** page displays.
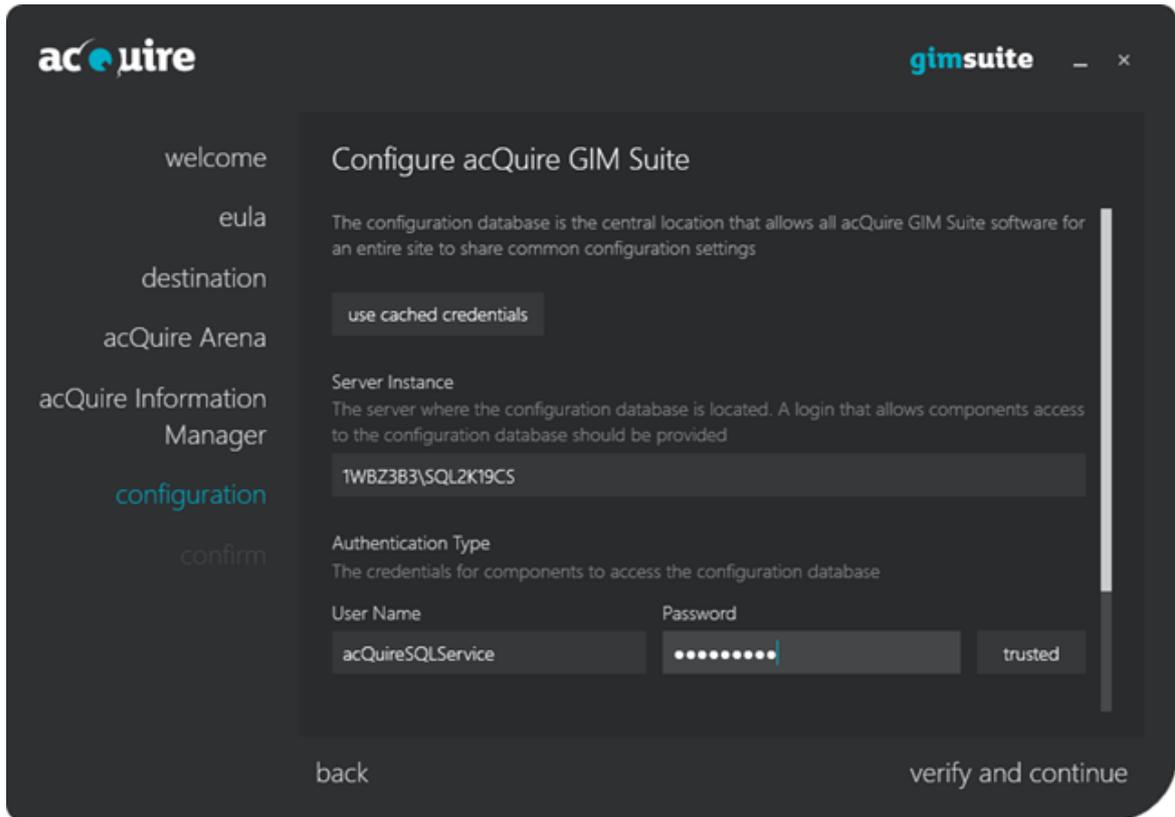
12. Configure the configuration database.

> The configuration database is the database that the acQuire GIM Suite software will use to ensure that your site has common configuration settings. This is required if you are installing acQuire Arena or acQuire Information Manager.

If you …	Then go to …
Have an existing configuration database that is on the *same* server that you are running the acQuire GIM Suite Server installer on	**Step 13**
Have an existing configuration database that is on a *different* server than the one you are running the acQuire GIM Suite Server installer on	**Step 14**
Need to set up and populate an *existing empty* configuration database	**Step 14**
Need to set up, deploy and populate a *new* configuration database	**Step 15**

13. Complete the following steps to use cached credentials:

    a. Leave **use cached credentials** selected.

    b. Click **verify and continue**. A verification dialog opens.

    c. Go to **step 16**.

14. Complete the following steps to use an existing configuration database:

    a. Deselect **use cached credentials** to make the fields available.

    b. Specify the **Server Instance** where the configuration database is located.

    c. Specify the account to connect to the configuration database. Either:

       ○ Specify the **User Name** and **Password** for the SQL Server authenticated account (this is the preferred method).

         - or -

       ○ Select Windows **trusted** authentication.

    d. Click **connect** to connect to the database server. The **connect** button changes to **refresh**, which you can click to refresh the list of configuration databases available for your current settings.

       If the account specified does not have permission to connect to the database server, the **Elevate Permissions?** dialog opens. Enter the credentials of an elevated account to connect to the database server.

    e. Select the name of the configuration database.

    f. Leave **use existing** selected.

    g. Click **verify and continue**. A verification dialog opens.

    h. Go to **step 16**.

15. Complete the following steps to create a new database:

    a. Deselect **use cached credentials** to make the fields available.

    b. Specify the **Server Instance** where the configuration database is located.

    c. Specify the account that will connect to the configuration database. Either:

       ○ Specify the **User Name** and **Password** for the SQL Server authenticated account.

         - or -

       ○ Select Windows **trusted** authentication.

    d. Click **connect** to connect to the database server. The **connect** button changes to **refresh**, which you can click to refresh the list of configuration databases available for your current settings.

       If the account specified does not have permission to connect to the database server, the **Elevate Permissions?** dialog opens. Enter the credentials of an elevated account to connect to the database server.

    e. Select **create new**.

    f. Click **deploy and continue**. The **Elevate Permissions?** dialog opens.

g. Either:

- Specify the **User Name** and **Password** for the SQL Server authenticated account.

  - or -

- Select Windows **trusted** authentication.

> 📝 The elevated permissions needed to create a new configuration database require the SQL Server system role of db_creator or higher.

h. Click **ok**. A verification dialog opens.

i. Go to **step 16**.

16. Click **ok**. Either:

a. The **confirm** page displays with details of the components to be installed or upgraded. If upgrading, a dialog displays to confirm whether the configuration database is to be upgraded.

   - or -

b. The **Create SQL logins?** dialog opens. Either:

> 📝 SQL logins are required for the specified account on the configuration database.

- Click **yes** to automatically create the required SQL logins.

  - or -

- Click **no** to manually create the required SQL logins after you have completed the installation.

The **confirm** page displays with details of the components to be installed or upgraded.

- or -

c. The **Migrate information manager settings** dialog opens.

If you have a previous acQuire Information Manager installation that used connection strings defined in the *acQuire Information Manager.exe.config* file to run data caching jobs, this dialog opens asking if you want to migrate these connection strings to the configuration database. *It is recommended that you do this if you see this dialog.* See **Migrate existing connection strings from previous acQuire Information Manager versions** for more information.

The **confirm** page displays with details of the components to be installed or upgraded.
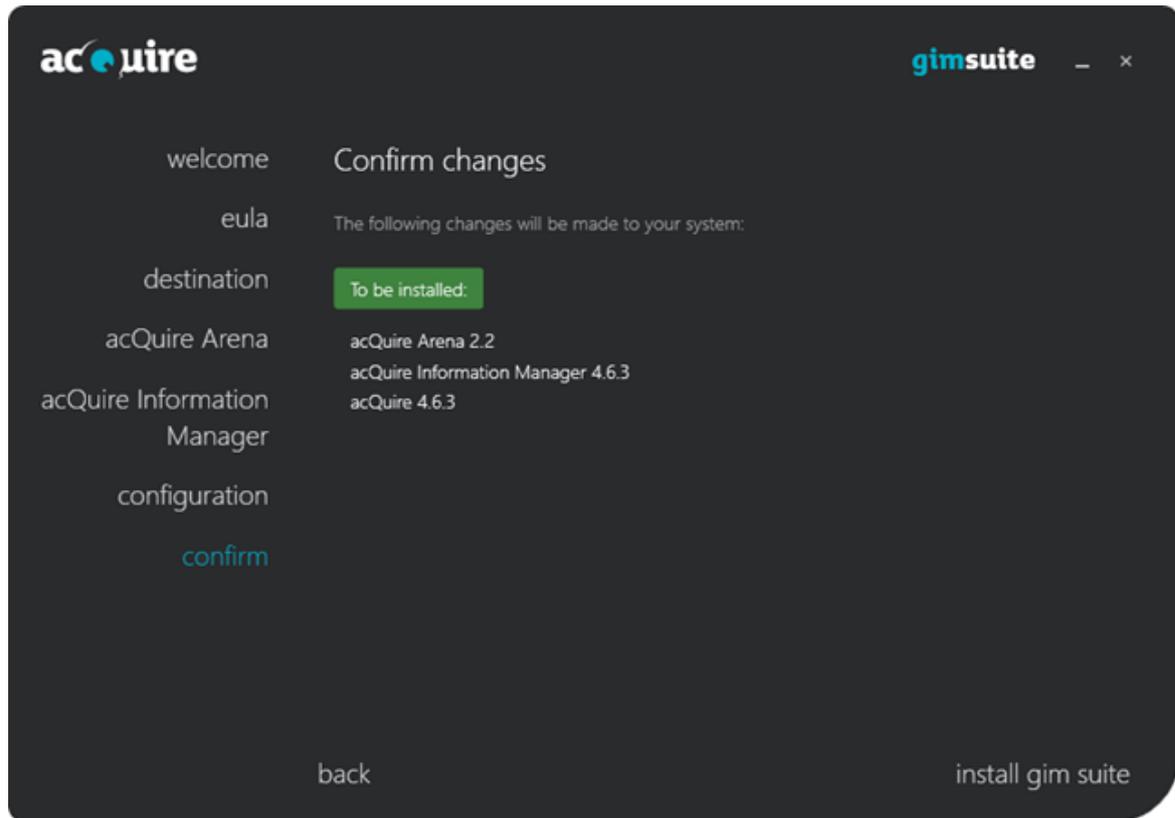
17. Click **install gim suite**. After the installation is complete, the **confirm** page displays the details of the changes made.

18. Click **close installer**. The **acQuire GIM Suite** dialog closes.

5 Upgrade your site's databases

Following the upgrade of the applications and configuration database, you will need to upgrade the meta system for your site's "production" database to match the version of the applications.

> To perform an upgrade of your site's databases, you will need to ensure that you are connecting to the database with an account that has db_owner privileges on the database.

The upgrade of the meta system must be performed using acQuire 4. This will ensure that the meta system for both acQuire 4 and acQuire Arena is upgraded to the latest meta version.

5.1 Before upgrading

Before you upgrade your site's database, it is important that you have scheduled an outage period with your team. During the upgrade of the meta system, there should be no other users connected to the database. It is also highly recommended that a database backup is performed before the upgrade.

5.2 Upgrade using acQuire 4

To upgrade the meta system using acQuire 4:

1. Run acQuire 4 with a GIM Suite Design licence.

2. Open a workspace that connects to your site's database. A dialog will display stating that acQuire 4 will run a script to upgrade the database to the latest meta version, for example:
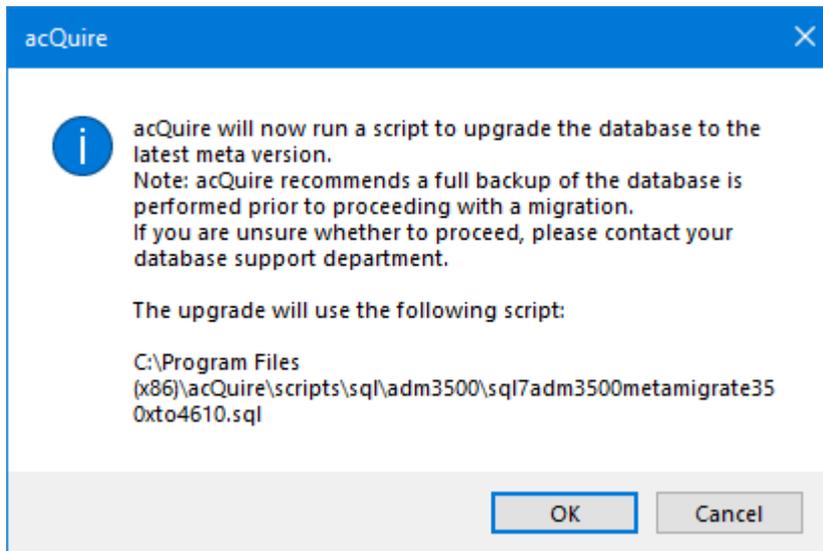
3. Click **OK**. The database will be upgraded to the latest meta version.

6 First time setup

6.1 Set up acQuire 4

When the installation is completed, launch acQuire 4. Before you can start using the application, you must configure it. The **Getting Started** section in the acQuire 4 Help will provide further information. Select **Help > acQuire Help** from the menu and navigate to that section.

6.2 Set up acQuire Arena

As an administrator, you must complete the first time set up on the web server before you can start using acQuire Arena at your site.

1. Open acQuire Arena using a web browser on the machine where it was installed (for example, http://localhost/arena).

2. Enter your Windows credentials to log in to acQuire Arena. The **Access** view displays.

> The first-time user will automatically become the Access Manager for acQuire Arena. Refer to the *Manage groups* topic in the acQuire Arena online help for more information on how to assign another user as the Access Manager, after the first-time setup is complete.

Users can now access acQuire Arena on any machine (for example, http://<machine name>/Arena).

You can now connect your acQuire databases to acQuire Arena, add users and assign the role of Database Manager to the users who will be responsible for the configuration of the acQuire databases in acQuire Arena. See the acQuire Arena online help for more information.

6.2.1 Proxy servers

If your site is using internet proxy servers that require authentication, you may need to follow the additional configuration steps. See **Authenticate proxy servers** for more information.

6.3 Set up acQuire 4 automation and data caching

To set up acQuire 4 automation and data caching, refer to the *Automation User Guide* in the **Documentation** folder of the installation.

7 Change or remove an installation

> ✏️ You need to be logged onto your machine with administrator privileges.

You can change or remove your installation of GIM Suite.

7.1 Change an installation

Add new components, upgrade existing components or remove currently installed components.

To change an installation:

1. Run the relevant installation file (i.e. *acQuire GIM Suite Server.exe* or *acQuire GIM Suite Desktop.exe*). The **acQuire GIM Suite** dialog opens.

2. Click **next**. The **EULA** page displays.

3. Read the licence agreement. If you agree to the licence terms, select the **I have read and I accept the terms in the licence agreement** checkbox.

4. Click **next**. The **destination** page displays.

5. If required, use the **Browse** button to specify a different location than the default that will apply. The default installation path is *C:\Program Files (x86)\acQuire*.

6. On the pages that display, select the features that you want to install, upgrade or uninstall.

7. Click **next**. The **confirm** page displays with details of what will be changed.

8. Click **install gim suite**. After the changes are complete, the **confirm** page displays the details of the changes made.

9. Click **close installer**. The **acQuire GIM Suite** dialog closes.

7.2 Remove an installation

Remove all currently installed components.

> ✏️ Great care should be taken using **Uninstall**. All the currently installed GIM Suite components for the selected installation will be removed.

To remove an installation:

1. In the Control Panel, open the **Uninstall or change a program** window.

2. Select the GIM Suite component that you want to remove and click **Uninstall**. The **acQuire GIM Suite** dialog opens with a list of components that will be uninstalled.

3. Click **uninstall gim suite**. After the GIM Suite component is uninstalled, the **close installer** button displays.

4. Click **close installer**. The **acQuire GIM Suite** dialog closes.

8 Migrate existing connection strings from previous acQuire Information Manager versions

If you have a previous acQuire Information Manager installation that used connection strings stored in the *acQuire Information Manager.exe.config* file to run data caching jobs, the following prompt displays when you move from the **configuration** page to the **confirm** page:
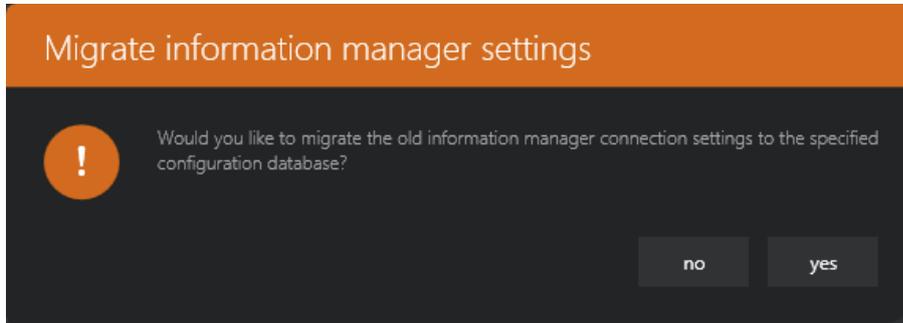
If you click **yes**, the installer checks the existing connection strings defined in the *acQuire Information Manager.exe.config* file and automatically creates corresponding entries for these databases in the configuration database, if they do not already exist.

It also ensures that the acQuire Information Manager's Windows user account has been included as a security user that is mapped to these databases - this will ensure that any data caching jobs that were running before the upgrade will continue to run after the installation is complete.

> ✎ If you have a previous acQuire Information Manager installation (before GIM Suite 3.0), the reason you are prompted to migrate any existing connections defined in the *acQuire Information Manager.exe.config* file is that this method of defining databases for acQuire Information Manager to scan has been deprecated.
>
> If you choose not to migrate your existing databases to the configuration database at this point, you need to add them manually later to run data caching or task automation jobs - see section 2.2 **Set Up acQuire 4 Automation** in the *Automation User Guide* for more information on how to do this.

9 Web server configuration

9.1 Provide external network access for acQuire Arena

acQuire Arena requires external network access through port 443 to access the following site:

- Bing maps server to request Bing map layers in map view. This requests data from:

  https://dev.virtualearth.net:443

9.2 Authenticate proxy servers

When using an internet proxy server that requires authentication, errors may be encountered when trying to connect to the internet (for example, downloading a Bing maps layer in map view). In the map view case, the error will result in a white background displaying when a Bing map layer is expected.

The authenticated proxy server needs a user name and password to access the internet, these details need to be added to the acQuire Arena *web.config* file.

To add the proxy settings and authentication details to acQuire Arena:

1. Browse to the installation folder for acQuire Arena.

   The default folder location is: *C:\Program Files (x86)\acQuire Arena*.

2. Copy the *web.config* file and save it to another directory.

   > Read-only permissions will prevent you from editing the file in the installation folder.

3. Open the copy of the *web.config* file using a text editor.

4. Add the following *below* **<configSections>** in the **<configuration>** section:

```
<system.net>
  <defaultProxy>
    <proxy proxyaddress="http://proxyserver:port"
bypassonlocal="False"/>
  </defaultProxy>
</system.net>
```

   > You *must* insert **<system.net>** below **<configSections>**.
   >
   > See **http://msdn.microsoft.com/en-us/library/ms228256%28v=vs.85%29.aspx** for more information.

5. Add the following *below* **<appSettings>**:

```
<add key="proxyUserName" value="User"/>
<add key="proxyPassword" value="Password"/>
```

6. Save the *web.config* file.

7. Copy the *web.config* file and save it in the acQuire Arena installation folder to over-write the original file.

   The *web.config* file should have the same format as displayed in the following example:

```
<?xml version="1.0" encoding="utf-8"?>
<!--
  For more information on how to configure your ASP.NET application, please visit
  http://go.microsoft.com/fwlink/?LinkId=152368
  -->
<configuration>
  <configSections>
    <section name="modules" type="Microsoft.Practices.Prism.Modularity.ModulesConfigurationSection, Microsoft.Practices.Prism" />
  </configSections>
  <system.net>
    <defaultProxy>
      <proxy proxyaddress="http://192.168.6.59:8080" bypassonlocal="False"/>
    </defaultProxy>
  </system.net>
  <connectionStrings>
    <add name="ApplicationServices" connectionString="data source=.\SQLEXPRESS;Integrated Security=SSPI;AttachDBFilename=|DataDirectory|
  </connectionStrings>
  <appSettings>
    <add key="proxyUserName" value="User01"/>
    <add key="proxyPassword" value="PassWord"/>
    <add key="MetaSystemProvider" value="SQLMetaSystem" />
    <add key="webpages:Version" value="2.0.0.0" />
    <add key="PreserveLoginUrl" value="true" />
    <add key="ClientValidationEnabled" value="true" />
    <add key="UnobtrusiveJavaScriptEnabled" value="true" />
    <add key="LicenseModel" value="WebLicenseModel.lic" />
    <add key="SecurityConnectionType" value="SqlServer2005" />
    <add key="autoFormsAuthentication" value="false" />
    <add key="enableSimpleMembership" value="false" />
```

10   IIS configuration

If your web server has not been configured with the requirements specified previously, you will need to configure your web server:

- **Add the Web Server (IIS) role**
- **Test the Web Server (IIS) configuration**
- **Change the acQuire IIS Application Pool account**.

10.1   Add the Web Server (IIS) role

This section is relevant only if you are installing acQuire Arena on a new/unconfigured web server.

To add the Web Server (IIS) role on the web server:

1. Log on to the web server machine as an administrator.

2. Open the Server Manager.

3. Right-click on **Roles** and select **Add Roles**. The **Add Roles** wizard opens.

4. Verify that you have completed/adhered to the instructions listed in the **Before You Begin** dialog and click **Next**.

5. Select the **Web Server (IIS)** checkbox and click **Next**.

6. Read the information in the **Web Server (IIS)** dialog and click **Next**.

7. Select the following role services:

Section	Feature
Application Development Features	• .NET Extensibility 4.8 • ASP.NET 4.8 • ISAPI Extensions • ISAPI Filters
Common HTTP Features	• Default Document • Static Content
Performance Features	• Static Content Compression
Security	• Request Filtering • Windows Authentication

8. Click **Next**.

9. Click the **Print, e-mail, or save this information** hyperlink. The **Installation Report** displays.

10. Read through your installation selections to see if they are correct.

11. Click **Install**. When the installation finishes, the message **Installation succeeded** displays.

12. Click **Close**. The **Add Roles Wizard** closes.

10.2   Test the Web Server (IIS) configuration

> ✎ This section is relevant only if you are installing acQuire Arena on a new/unconfigured web server.

To test the Web Server (IIS) configuration:

1. Log on to the web server machine as an administrator.

2. Open the Server Manager.

3. Select **Internet Information Services (IIS) Manager** from the **Roles** node in the **Server Manager** tree.

4. In the **Connections** tree, expand the server name, then expand the **Sites** folder.

5. Click the **Default Web Site** node.

6. Click **Browse*:80 (http)** from the **Browse Web Site** section of the **Actions** panel. The default home page of Microsoft Windows IIS opens. This confirms that IIS has been configured correctly.

10.3   Change the acQuire IIS Application Pool account

On installation, the acQuire Application Pool Identity is created. This is the worker process that runs the acQuire Arena web application. By default, the acQuire Application Pool is run as the built-in ApplicationPoolIdentity account IIS APPPOOL\acQuire. This configuration is suitable when the web application and database server are using the same machine.

If the web application and database server are on different machines, you will need to change the account that the web application is being run as. There are a few options to do this.

10.3.1   Network Service

To enable network access:

1. Log on to the web server machine as an administrator.

2. Open the Internet Information Services (IIS) Manager.

3. In the **Connections** tree, expand the server name and click **Application Pools**.

4. Click **acQuire** in the **Application Pools** panel.

5. Click **Advanced Settings** in the **Actions** panel. The **Advanced Settings** dialog opens.

6. If your Windows operating system is 64-bit, change **Enable 32-Bit Applications** in the **(General)** section to **False**.

7. Click **Identity** in the **Process Model** section.

8. Click the button next to the value for the identity parameter. The **Application Pool Identity** dialog opens.

9. Select **NetworkService** from the **Built-in account** drop-down list.

> ✎ **NetworkService** is also needed for accessing Active Directory sources. Active Directory sources can be used to add users and groups in acQuire Arena.

10. Click **OK**. The **Application Pool Identity** dialog closes

11. Click **OK**. The **Advanced Settings** dialog closes.

The acQuire Application Pool will now be visible on other machines on the network as <Domain>\<MachineName>$ (for example, ACME\web$). You will need to use this account if you are using Windows authentication for database connections and to allow access to content residing on fileservers (for example, shape files for using with maps).

10.3.2   Run as custom account (preferred method)

> See **Recommended accounts for acQuire GIM Suite Server** for more information on the recommended account to use.

To run the web application as a custom account:

1. Log on to the web server machine as an administrator.

2. Open the Internet Information Services (IIS) Manager.

3. In the **Connections** tree, expand the server name and click **Application Pools**.

4. Click **acQuire** in the **Application Pools** panel.

5. Click **Advanced Settings** in the **Actions** panel. The **Advanced Settings** dialog opens.

6. If your Windows operating system is 64-bit, change **Enable 32-Bit Applications** in the **(General)** section to **False**.

7. Click **Identity** in the **Process Model** section.

8. Click the button next to the value for the identity parameter. The **Application Pool Identity** dialog opens.

9. Select the **custom account** option and set the account you want to run the web application.

> This account is also needed for accessing Active Directory sources. Active Directory sources can be used to add users and groups in acQuire Arena.

10. Click **OK**. The **Application Pool Identity** dialog closes.

11. Click **OK**. The **Advanced Settings** dialog closes.

11   acQuire Support

For any support requests, you can email acQuire Support at **support@acquire.com.au**. Alternatively, you can phone one of our offices. Visit our **website** for the contact details.

Contact

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