



acquire GIM Suite Server

Installation Guide

Document information

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1 acquire GIM Suite Server Installation Guide

This document explains how to install acquire GIM Suite Server.

1.1 About acquire GIM Suite Server

acquire GIM Suite Server consists of the following components:

Component	Description
Arena	Arena is a web application used to design and publish interactive, web-based dashboards, including data grids, logs, maps and charts.
acquire Licence Administrator	acquire Licence Administrator is an application designed for the management of licences for acquire GIM Suite and is packaged with the acquire GIM Suite installer.
Sentinel RMS License Server	The Sentinel RMS License Server is a service that coordinates the use of floating acquire licences by multiple users and computers. Floating licences are installed and managed with the acquire Licence Administrator.
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 Arena. It is used by the server components to manage: <ul style="list-style-type: none">• The location and credentials for the database(s)• Users and user groups• Other settings that the server components need to operate (e.g. licence server and mail settings).

2 Prerequisites

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

2.1 System requirements

See the *System Requirements for acQure GIM Suite.pdf* on the acQure [website](#) for more information.

2.2 Prepare your web server for Arena

2.2.1 IIS configuration

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

Section	Feature
Application Development Features	<ul style="list-style-type: none"> • .NET Extensibility 4.6 • ASP.NET 4.6 • ISAPI Extensions • ISAPI Filters
Common HTTP Features	<ul style="list-style-type: none"> • Default Document • Static Content
Performance Features	<ul style="list-style-type: none"> • Static Content Compression
Security	<ul style="list-style-type: none"> • Request Filtering • Windows Authentication

See [Add the Web Server \(IIS\) role](#) for more information on how to configure your web server for Arena.

2.2.2 External network access

The web server will need external network access to:

- Send licence usage information to acQure to manage Arena licences
- Send software usage information to acQure 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 Arena task that includes Bing map layers.

See [Provide external network access for Arena](#) for more information.

2.2.3 Supported browser is installed

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

2.3 Sufficient rights

To install or upgrade acQure 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 acQure 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.

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 Arena.

3.1 Run acquire Information Manager and 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 Arena:** requires read permissions to access file locations for 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.

4 Installation



You need to be logged on to your machine with administrator privileges.

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

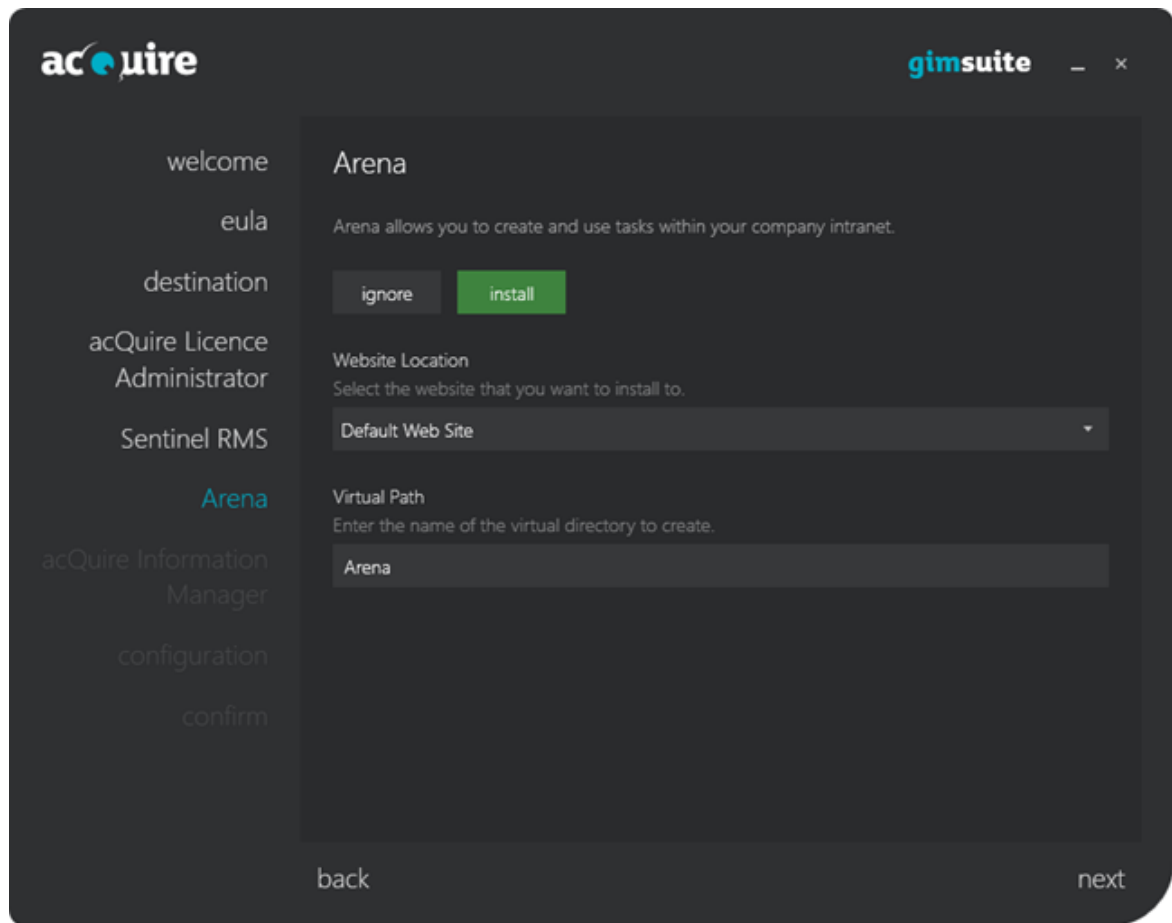


Multiple acQure GIM Suite versions cannot be installed on the same machine. If you have a previous version of acQure GIM Suite Server installed, it will automatically be upgraded when the latest version is installed. Before upgrading to new versions of acQure GIM Suite Server, it is strongly recommended 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 acQure GIM Suite Server components on the same machine as a previous version, contact support@acquire.com.au for standalone versions of the relevant installers.

To install the application:

1. Download and save the *acQure GIM Suite Server.exe* file to your server.
2. Run the *acQure GIM Suite Server.exe* file. The **acQure 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 **Install destination** page displays.
6. If required, use the **Browse** button to specify a different location for acQure GIM Suite Server to reside than the default that will apply. The default installation path is:
 - For a Windows 32-bit operating system, *C:\Program Files\acQure*
 - For a Windows 64-bit operating system, *C:\Program Files (x86)\acQure*
7. Click **next**. The **acQure Licence Administrator** page displays.
8. If you want to:
 - Install acQure Licence Administrator, click **install**.
 - Upgrade acQure Licence Administrator, click **upgrade**.
9. Click **next**. The **Sentinel RMS** page displays.
10. If you want to install Sentinel RMS License Server, click **install**.
11. Click **next**. The **Arena** page displays.

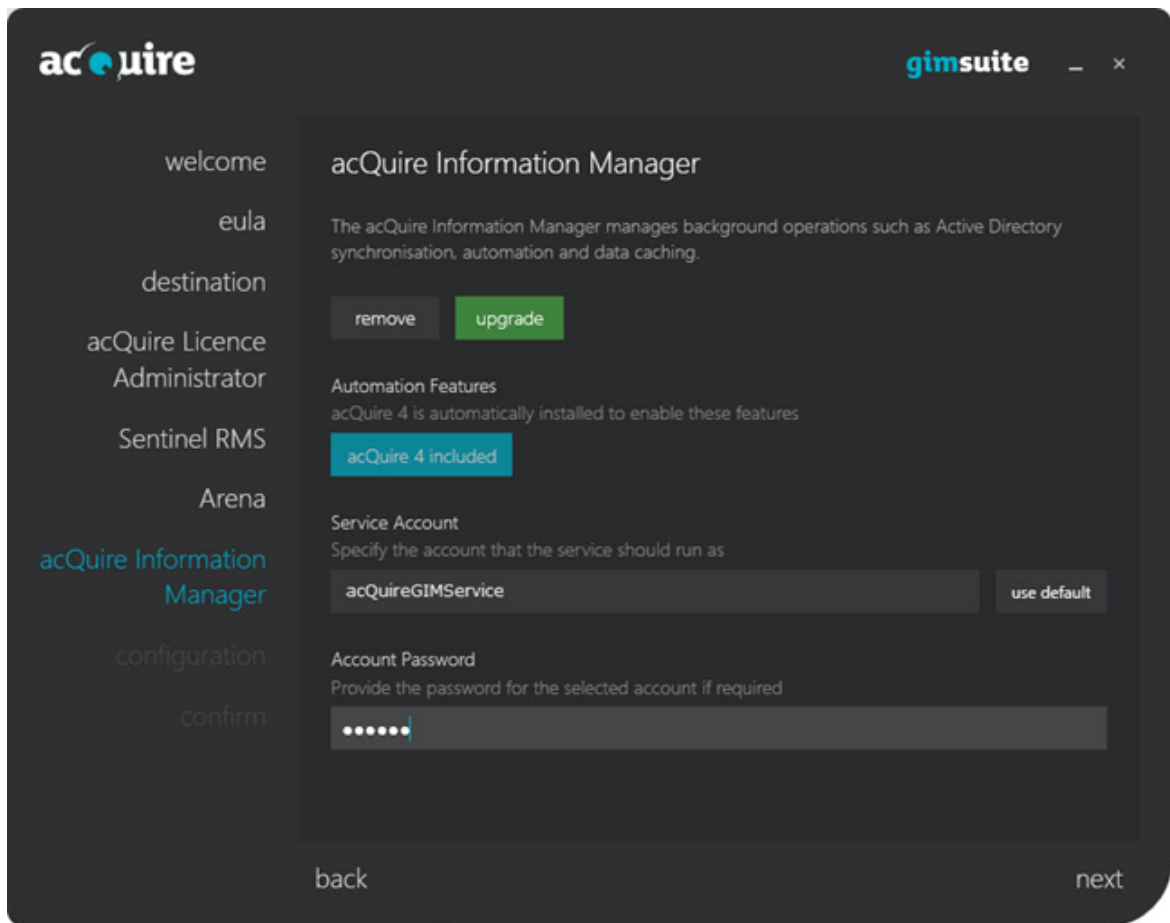


12. If you want to install Arena:
 - a. Click **install**. The fields on this page become active.
 - b. Select the website that you want to install to.
 - c. Specify the name of the virtual directory that you want to create, for example, **Arena**.




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

13. Click **next**. The **acQure Information Manager** page displays.



14. If you want to install acQure Information Manager:
 - a. Click **install**. The fields on this page become active. acQure 4 will be automatically installed with acQure 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 acQure Information Manager will require access to file locations when running acQure automation. It is recommended that this service is run as a dedicated domain account (see [Recommended accounts for acQure GIM Suite Server](#) for more information).

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

15. 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.

welcome

eula

destination

acQure Licence Administrator

Sentinel RMS

Arena

acQure Information Manager

configuration

confirm

Configure acQure GIM Suite

The configuration database is the central location that allows all acQure GIM Suite software for an entire site to share common configuration settings

Server Instance
The server where the configuration database is located. A login that allows components access to the configuration database should be provided

.\SQL2K16CS

Authentication Type
The credentials for components to access the configuration database

User Name	Password	
acQureSQLService	••••••••	trusted

Database Name
The name of the configuration database

acQureConfiguration

16. Configure the configuration database.



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

If you ...	Then go to ...
Have an existing configuration database that is on the <i>same</i> server that you are running the acQure GIM Suite Server installer on	Step 17
Have an existing configuration database that is on a <i>different</i> server than the one you are running the acQure GIM Suite Server installer on	Step 18
Need to set up and populate an <i>existing empty</i> configuration database	Step 18
Need to set up, deploy and populate a <i>new</i> configuration database	Step 19

17. 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 20](#).

18. 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 20](#).

19. 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:
 - o Specify the **User Name** and **Password** for the SQL Server authenticated account.
 - or -
 - o 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 20](#).
20. 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.

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

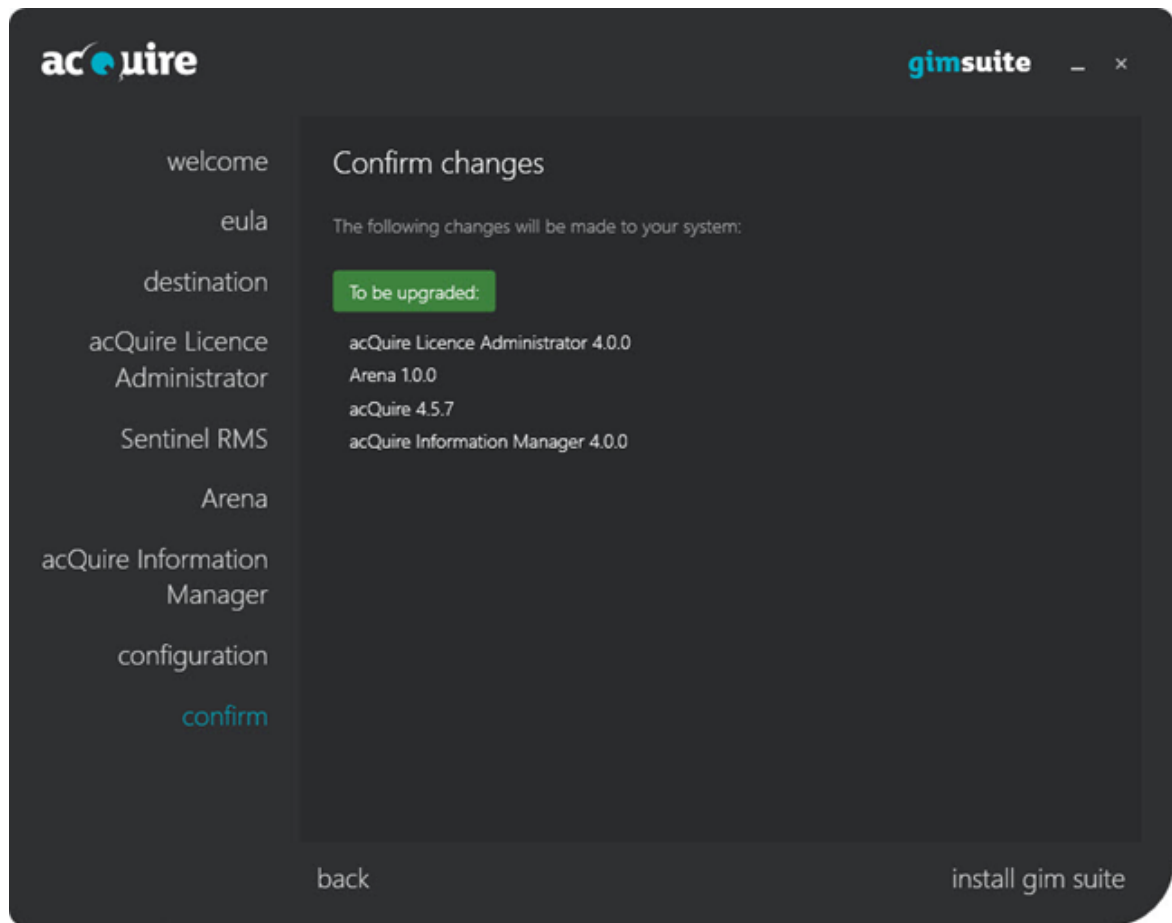
The **confirm** page displays with details of the components to be installed or upgraded.

- or -

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

If you have a previous acQure Information Manager installation that used connection strings defined in the *acQure 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 acQure Information Manager versions](#) for more information.

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



21. Click **install gim suite**. After the installation is complete, the **confirm** page displays the details of the changes made.
22. Click **close installer**. The **acQure 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 Arena is upgraded to the latest meta version.

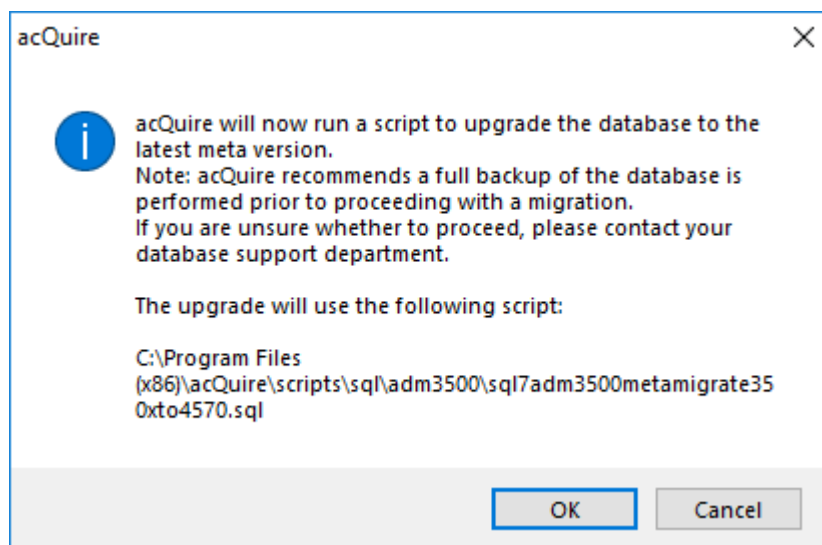
5.1 Before upgrading

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 an acQuire Manager 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 licences

For more information on activating licences, refer to the acQure Licence Administrator online help.

6.2 Set up Arena

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

1. Open 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 Arena. The **Let's get started** window opens.



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

3. Click **Continue**. The **Enter licence source** dialog opens.
4. Specify the hostname of the licence server.
5. Click **Next**. A message stating that the first time set up is complete displays.

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

You can now connect your acQure databases to Arena, add users and assign the role of Database Manager to the users who will be responsible for the configuration of the acQure databases in Arena. See the 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 acQure 4 automation and data caching

To set up acQure 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 acQure GIM Suite Server.

7.1 Change an installation

Add new components or remove currently installed components. For example, you now want to install acQure Licence Administrator.

To change an installation:

1. Run the *acQure GIM Suite Server.exe* file. The **acQure 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 for acQure GIM Suite Server to reside than the default that will apply. The default installation path is:
 - For a Windows 32-bit operating system, *C:\Program Files\acQure*
 - For a Windows 64-bit operating system, *C:\Program Files (x86)\acQure*.
6. On the **acQure Licence Administrator, Sentinel RMS, Arena, acQure Information Manager** and **configuration** pages, 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 **acQure GIM Suite** dialog closes.

7.2 Remove an installation

Remove all currently installed components. For example, you no longer want the acQure GIM Suite Server software on the computer.



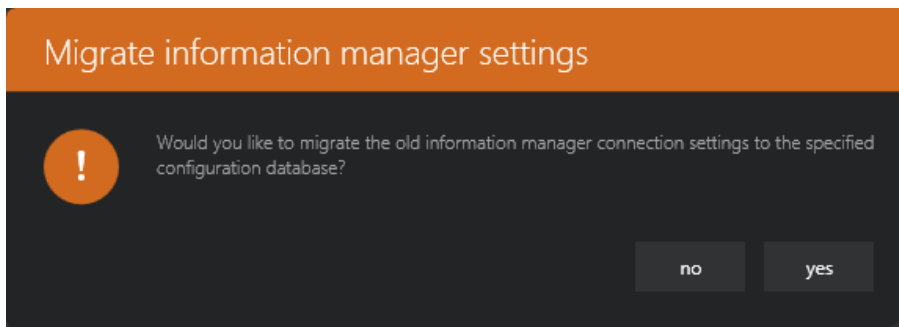
Great care should be taken using **Uninstall**. All the currently installed acQure GIM Suite Server components will be removed.

To remove an installation:

1. In the Control Panel, open the **Uninstall or change a program** window.
2. Select **acQure GIM Suite Server** and click **Uninstall**. The **acQure GIM Suite** dialog opens with a list of components that will be uninstalled.
3. Click **uninstall gim suite**. After acQure GIM Suite Server is uninstalled, the **close installer** button displays.
4. Click **close installer**. The **acQure 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 Arena

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

- Bing maps server to request Bing map layers in map view. This requests data from:
`https://dev.virtualearth.net:443`
- Keen analytics to send licence usage information to:
`https://api.keen.io/`

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 Arena *web.config* file.

To add the proxy settings and authentication details to Arena:

1. Browse to the installation folder for Arena.
The default folder location is: *C:\Program Files (x86)\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 *under* **<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 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" />
  </appSettings>
</configuration>
```

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 acQure IIS Application Pool account.](#)

10.1 Add the Web Server (IIS) role



This section is relevant only if you are installing 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	<ul style="list-style-type: none"> • .NET Extensibility 4.6 • ASP.NET 4.6 • ISAPI Extensions • ISAPI Filters
Common HTTP Features	<ul style="list-style-type: none"> • Default Document • Static Content
Performance Features	<ul style="list-style-type: none"> • Static Content Compression
Security	<ul style="list-style-type: none"> • 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 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 acQure IIS Application Pool account

On installation, the acQure Application Pool Identity is created. This is the worker process that runs the Arena web application. By default, the acQure Application Pool is run as the built-in ApplicationPoolIdentity account IIS APPPOOL\acQure. 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 **acQure** in the **Application Pools** panel.
5. Click **Advanced Settings** in the **Actions** panel. The **Advanced Settings** dialog opens.
6. Click **Identity** in the **Process Model** section.
7. Click the button next to the value for the identity parameter. The **Application Pool Identity** dialog opens.
8. 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 Arena.

9. Click **OK**. The **Application Pool Identity** dialog closes.
10. 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 file servers (for example, shape files for using with maps).

10.3.2 Run as custom account (preferred method)

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. Click **Identity** in the **Process Model** section.
7. Click the button next to the value for the identity parameter. The **Application Pool Identity** dialog opens.
8. 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 Arena.

9. Click **OK**. The **Application Pool Identity** dialog closes.
10. Click **OK**. The **Advanced Settings** dialog closes.



11 acQure Support

For any support requests, you can email acQure Support at support@acquire.com.au. Alternatively, you can phone one of our offices. Visit our [website](#) for the contact details.



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