

EMSS Consulting Pty (Ltd)

IXUS Installation Guide

**This document describes the installation of IXUS and
common problems with resolutions**

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Prerequisites

Server Requirements

- Windows XP Pro (Home edition does not support IIS)
- MSSQL 2005 Express
- Internet Information Server version 5
- .NET Framework 2.0
- Microsoft ASP.NET AJAX Extensions

Client Requirements

- Windows XP
- Internet Explorer 5.5+
- Firefox 1.0+

IXUS Installation

The IXUS installer will attempt to install all the prerequisites automatically. You will be prompted for your Windows XP Pro Installation CD if the installation of IIS is required.

- Make sure you are logged in as a user with Administrator rights.
- Have your Windows XP Pro Installation CD handy.

1. Run **ixusX.X.X_setup.exe**.
2. Follow the prompts until IXUS is installed.

Prerequisites Installation

Manual Installation

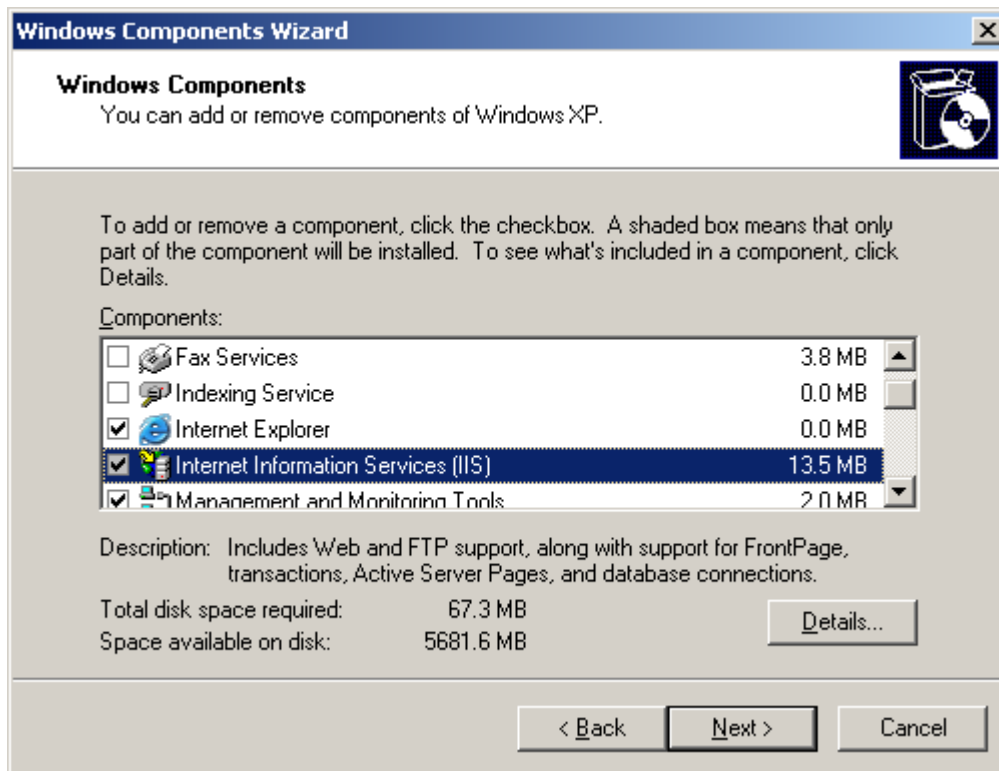
Should the installation fail, the prerequisite software can be installed manually in the following order.

1. Install IIS from your Windows XP Pro Installation CD
2. Install .NET framework 2.0
3. Microsoft ASP.NET AJAX Extensions
4. Install MSSQL 2005 Express

Note: IIS must be installed before .NET Framework 2.0. If .NET was installed before IIS, ASP.NET must be installed before IIS is installed.

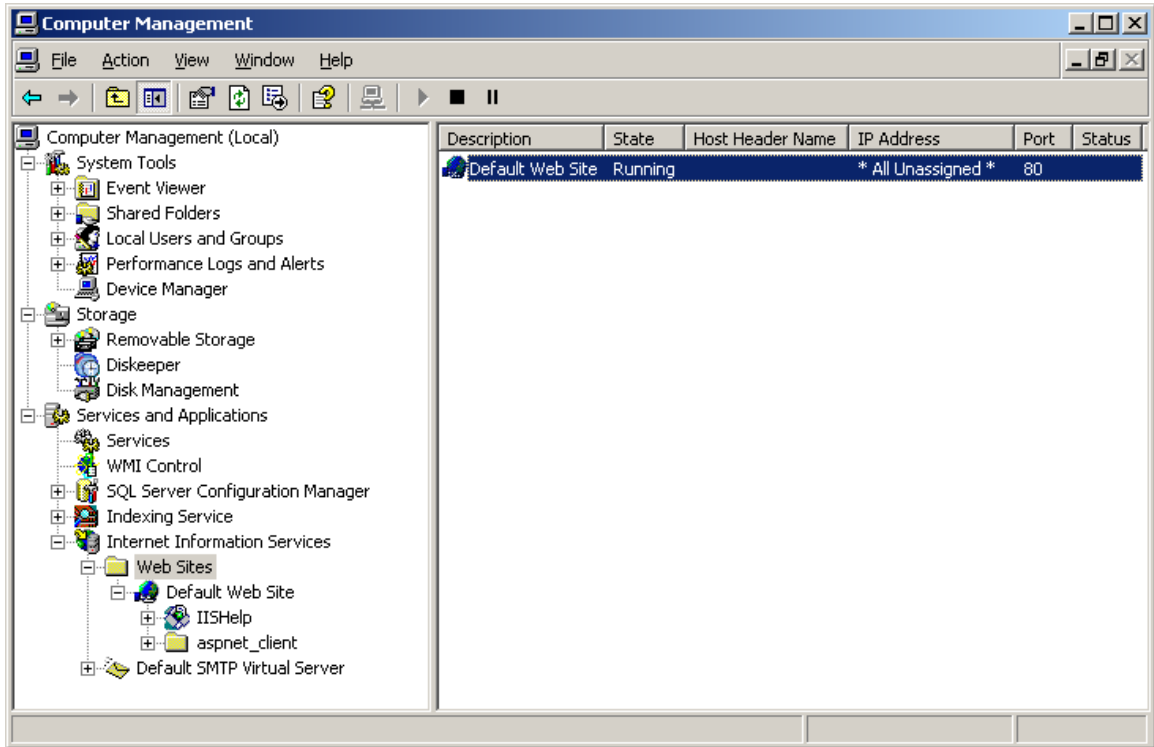
Step 1. IIS Installation

1. Open **Add/Remove Windows Components** in **Add/Remove Programs** in the **Control Panel**.



2. Mark the check box for **Internet Information Services (IIS)**.
3. When prompted, insert your Windows XP Pro Installation CD.

4. Ensure IIS is running by right clicking on **My Computer** and selecting **Manage**.



Step 2. .Net Framework 2.0 Installation

Download installer from:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

Note: .NET is automatically installed by the IXUS installer before any other task occurs, so if the IXUS installer was run, this step can be skipped.

Run the installer.

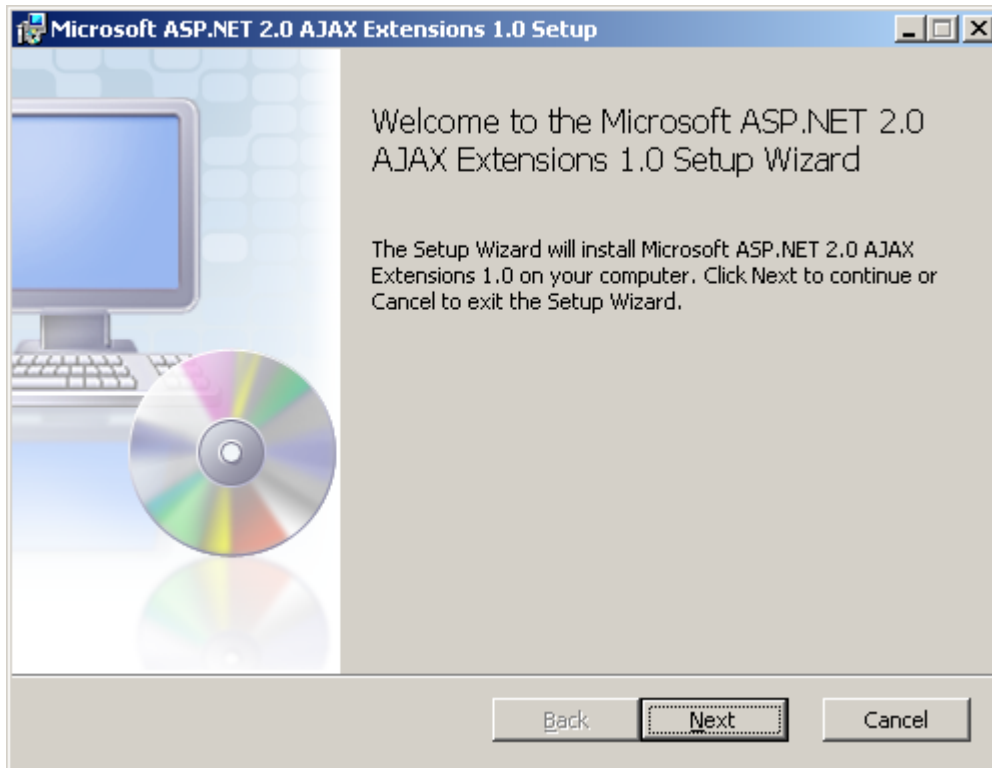
Step 3. Microsoft ASP.NET AJAX Extensions

The installer can be found in

`<SETUP_EXE_DIR>\redist\ASPAJAXExtSetup.msi`

where `<SETUP_EXE_DIR>` is the location of `ixus_setup.exe`.

Run the installer.



Step 4. SQL Server 2005 Express Installation

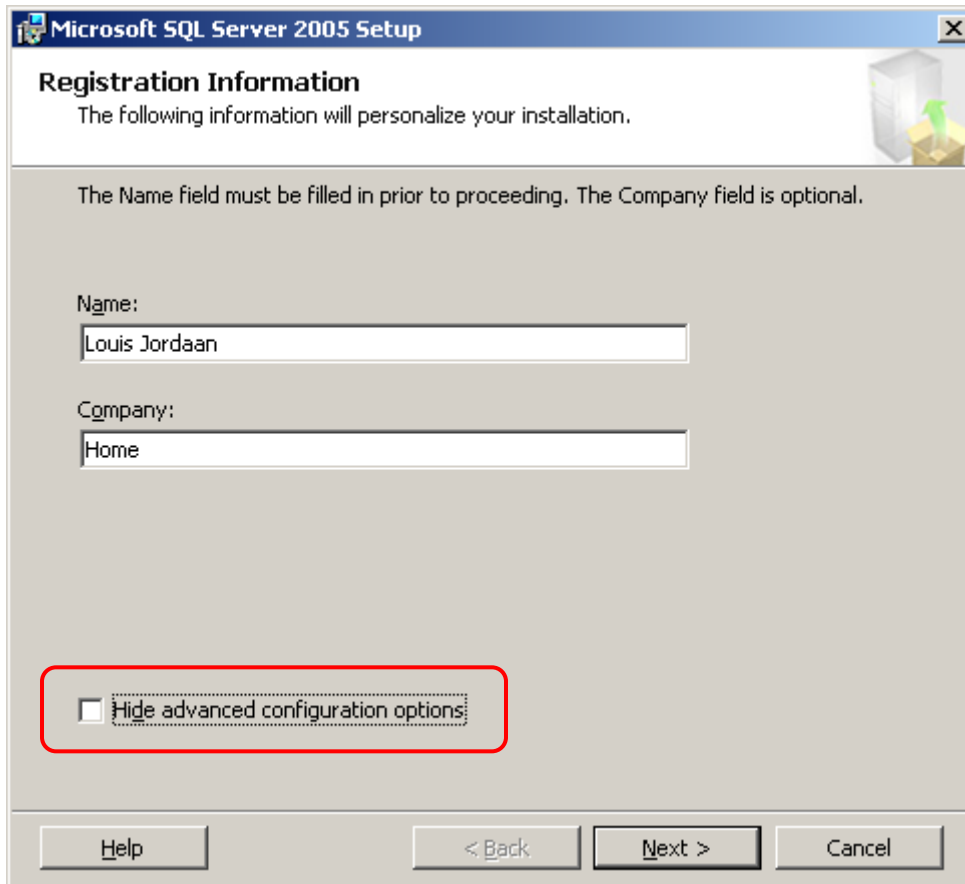
MSSQL 2005 Express can be found in:

<SETUP_EXE_DIR>\redist\SQLWXPB_ADV\setup.exe

where <SETUP_EXE_DIR> is the location of ixus_setup.exe.

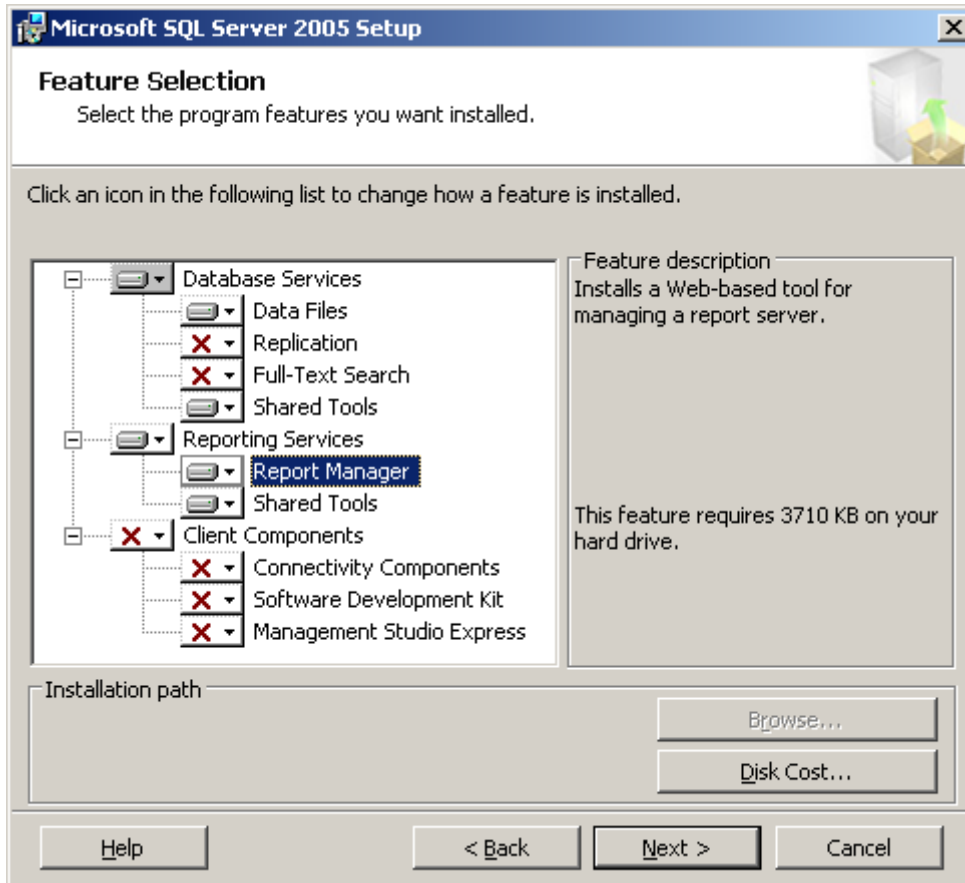
1. Run the installer and click **Next** until the **Registration Information** page is shown. Fill in your name and company name.

Note: Ensure **Hide advanced configuration options** is not checked. Click **Next**.

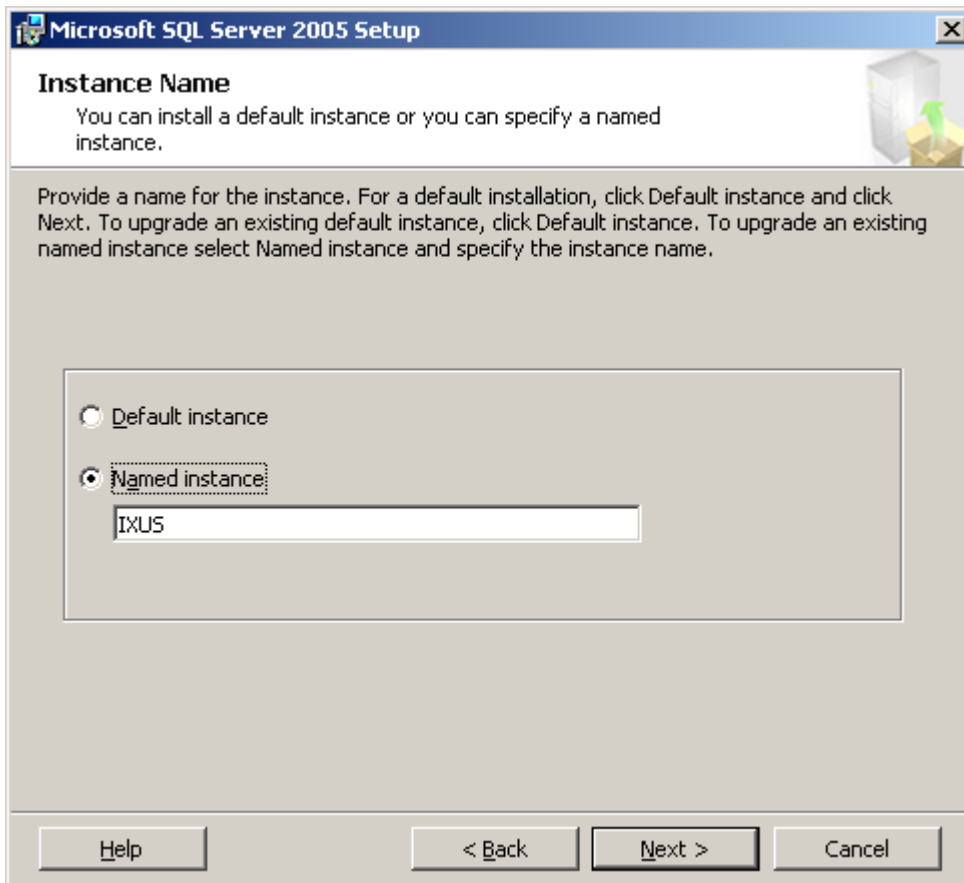


The screenshot shows the 'Microsoft SQL Server 2005 Setup' window with the 'Registration Information' tab selected. The window title bar includes the Microsoft logo and the text 'Microsoft SQL Server 2005 Setup'. The main content area has a header 'Registration Information' and a sub-header 'The following information will personalize your installation.' Below this, a note states: 'The Name field must be filled in prior to proceeding. The Company field is optional.' There are two text input fields: 'Name:' containing 'Louis Jordaan' and 'Company:' containing 'Home'. At the bottom, there is a checkbox labeled 'Hide advanced configuration options' which is currently unchecked and highlighted with a red rectangular box. The bottom of the window features four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

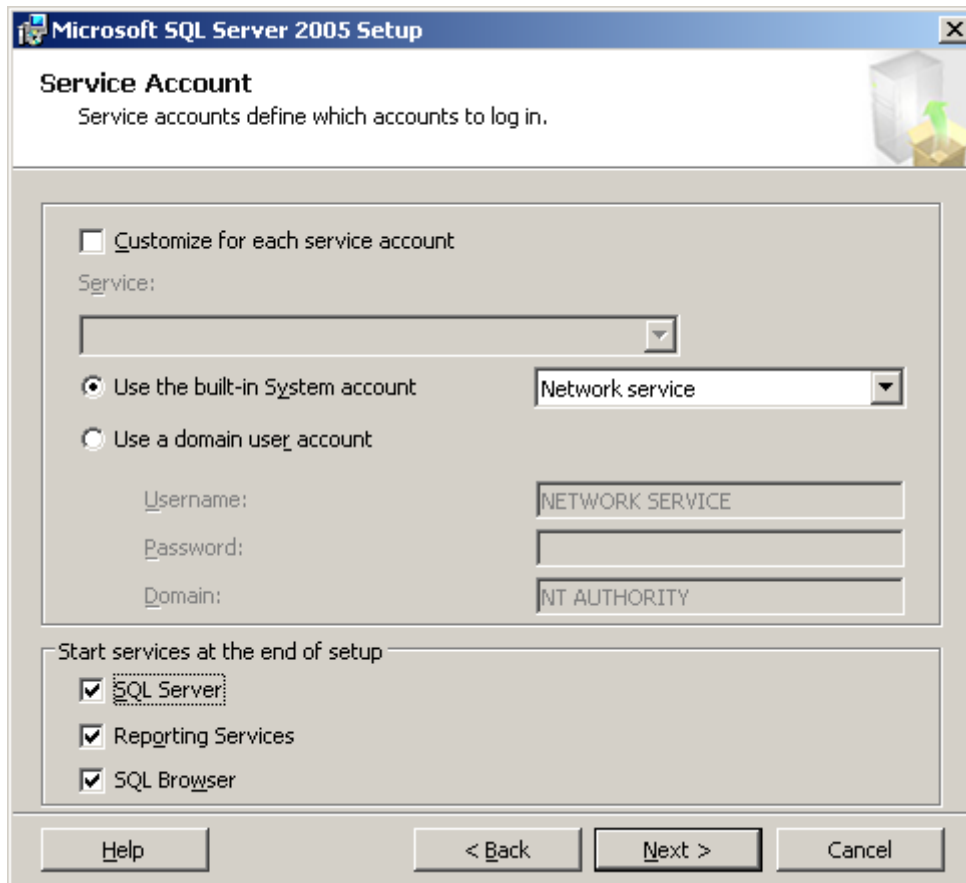
2. Select the **Reporting Services** feature. Click **Next**.



3. Create a **Named Instance** for IXUS.



4. Use a **Built-In System Account**, and select to start all services after setup.



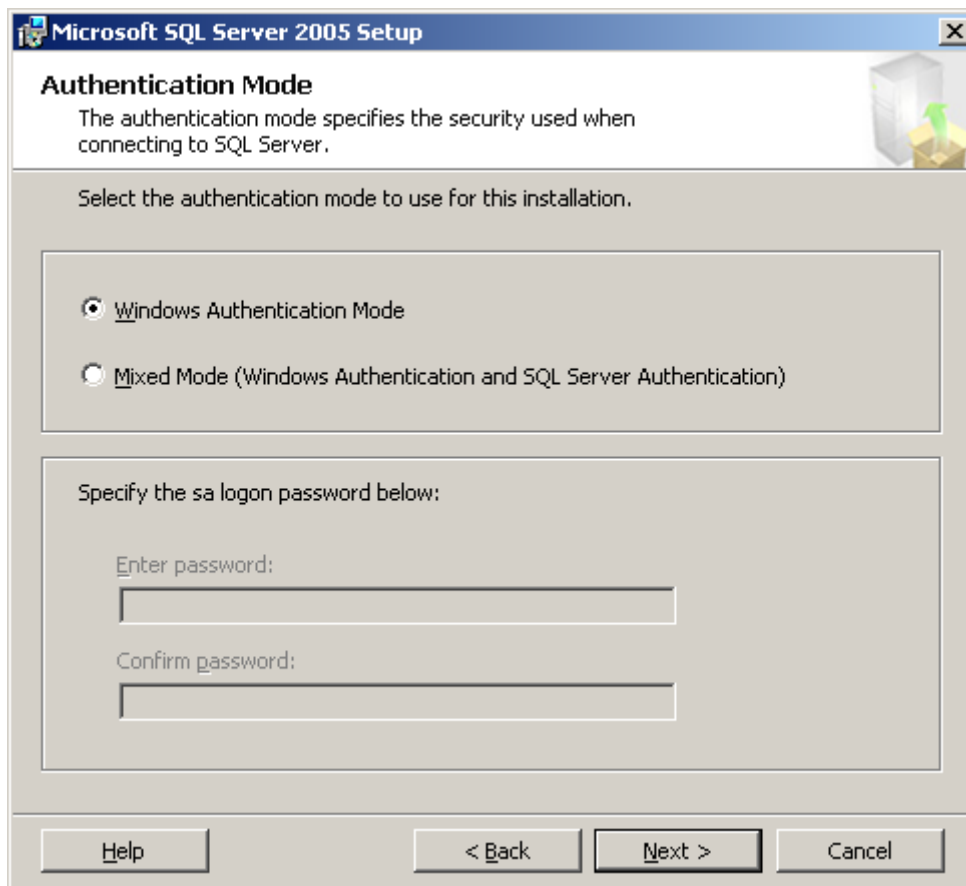
The screenshot shows the "Service Account" dialog box in the Microsoft SQL Server 2005 Setup wizard. The dialog has a title bar with the Microsoft logo and the text "Microsoft SQL Server 2005 Setup". Below the title bar, the text "Service Account" is displayed in bold, followed by the instruction "Service accounts define which accounts to log in." and a small icon of a server with a green arrow pointing up.

The main area of the dialog contains the following elements:

- An unchecked checkbox labeled "Customize for each service account".
- A "Service:" label followed by an empty dropdown menu.
- Two radio button options:
 - The first option, "Use the built-in System account", is selected. To its right is a dropdown menu showing "Network service".
 - The second option, "Use a domain user account", is unselected.
- Three text input fields:
 - The "Username:" field contains the text "NETWORK SERVICE".
 - The "Password:" field is empty.
 - The "Domain:" field contains the text "NT AUTHORITY".
- A section titled "Start services at the end of setup" containing three checked checkboxes:
 - "SQL Server"
 - "Reporting Services"
 - "SQL Browser"

At the bottom of the dialog, there are four buttons: "Help", "< Back", "Next >", and "Cancel".

5. Select **Windows Authentication Mode**.



The screenshot shows the 'Authentication Mode' dialog box from the Microsoft SQL Server 2005 Setup. The window title is 'Microsoft SQL Server 2005 Setup'. The main heading is 'Authentication Mode', followed by the text: 'The authentication mode specifies the security used when connecting to SQL Server.' Below this, it says 'Select the authentication mode to use for this installation.' There are two radio button options: 'Windows Authentication Mode' (which is selected) and 'Mixed Mode (Windows Authentication and SQL Server Authentication)'. Below the options, it says 'Specify the sa logon password below:' and provides two text input fields labeled 'Enter password:' and 'Confirm password:'. At the bottom, there are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

Authentication Mode
The authentication mode specifies the security used when connecting to SQL Server.

Select the authentication mode to use for this installation.

Windows Authentication Mode

Mixed Mode (Windows Authentication and SQL Server Authentication)

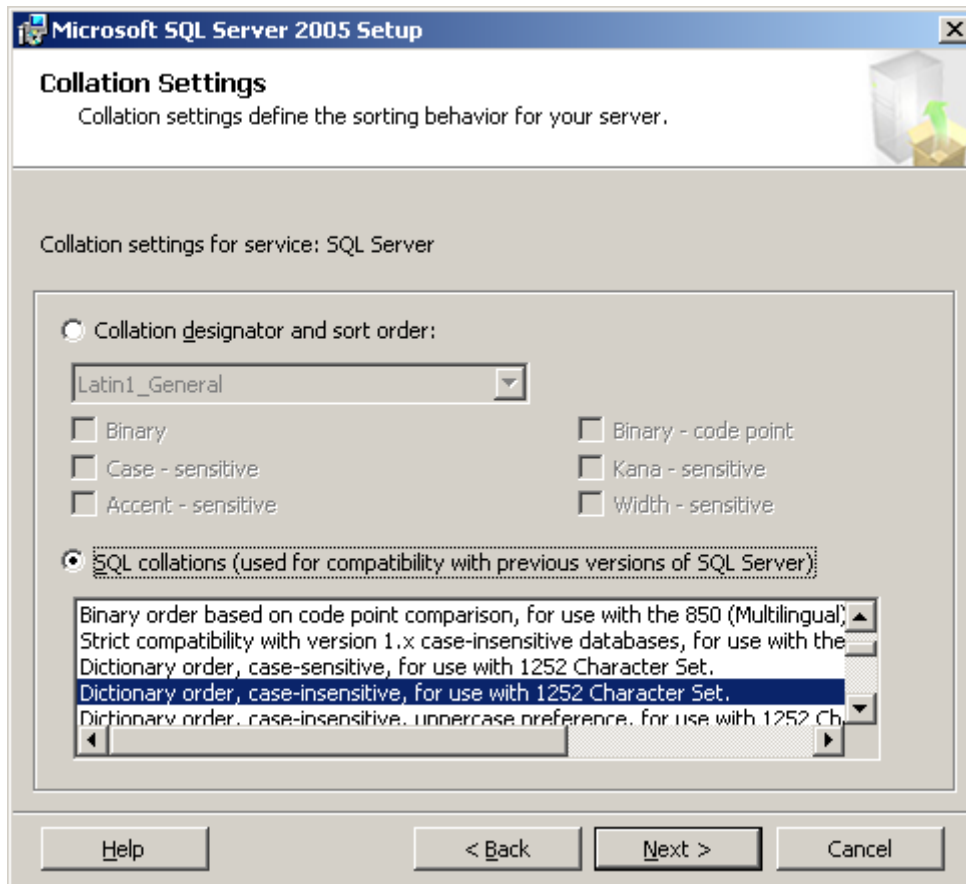
Specify the sa logon password below:

Enter password:
[Text Input Field]

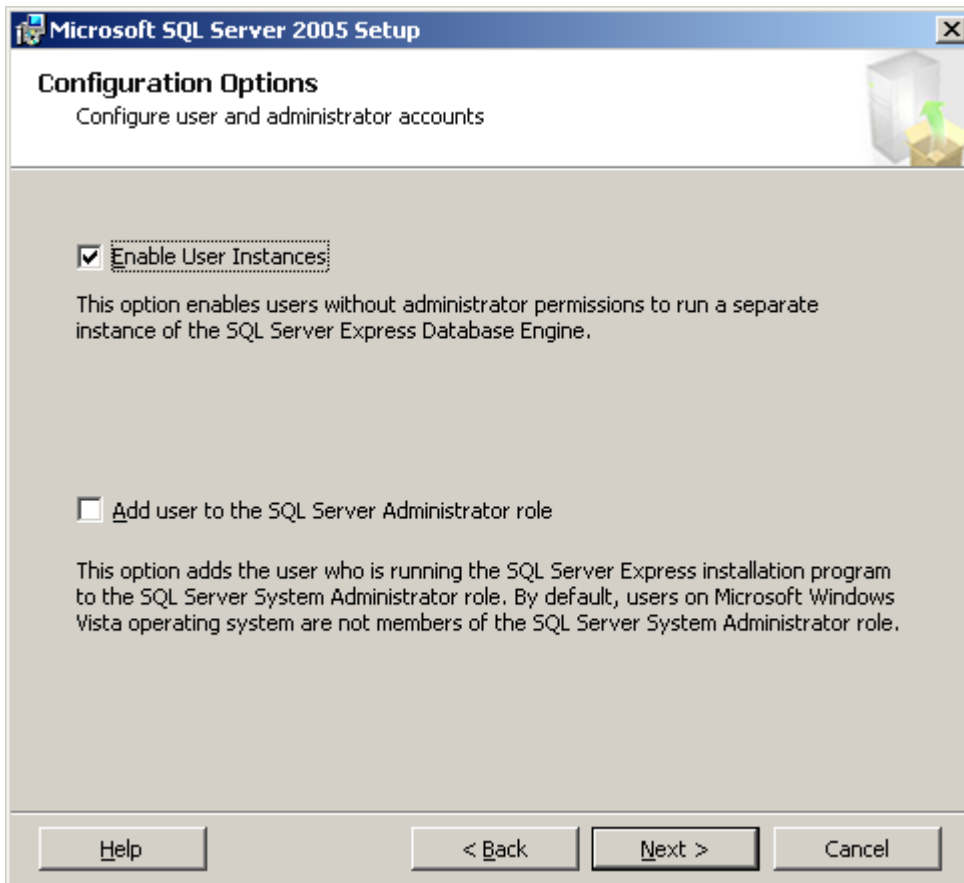
Confirm password:
[Text Input Field]

Buttons: **Help**, **< Back**, **Next >**, **Cancel**

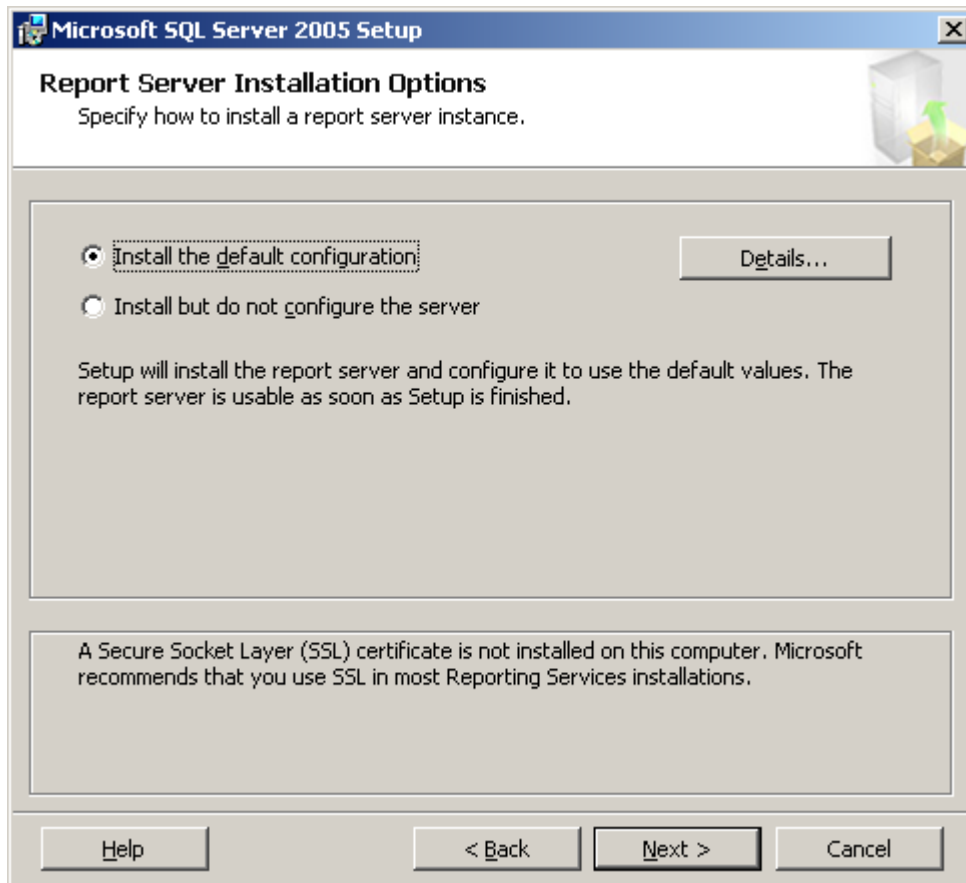
6. Set the **Collation Settings** to **Dictionary order, case-insensitive, for use with 1252 Character set.**



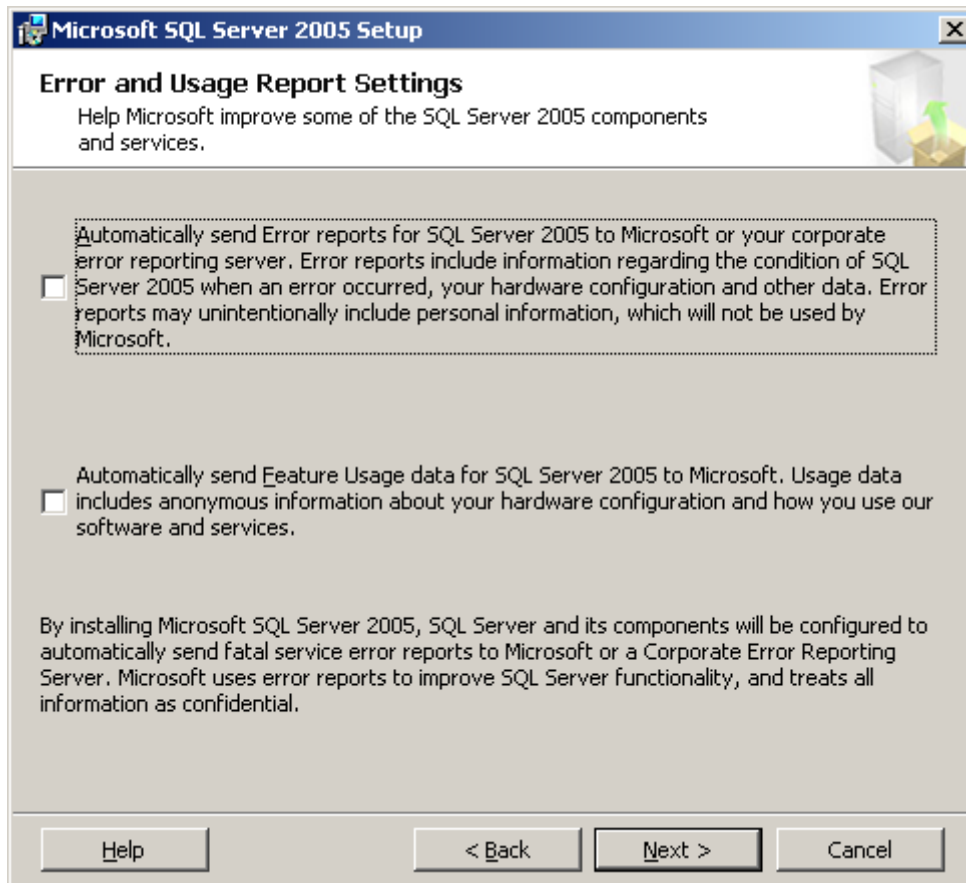
7. Under **Configuration Options**, select **Enable User Instances**.



8. Install the **Default Report Services Configuration**.



9. Disable **Automatic Error and Usage Report sending**.



10. Continue with the rest of the installation and click **Finish** on the last step.

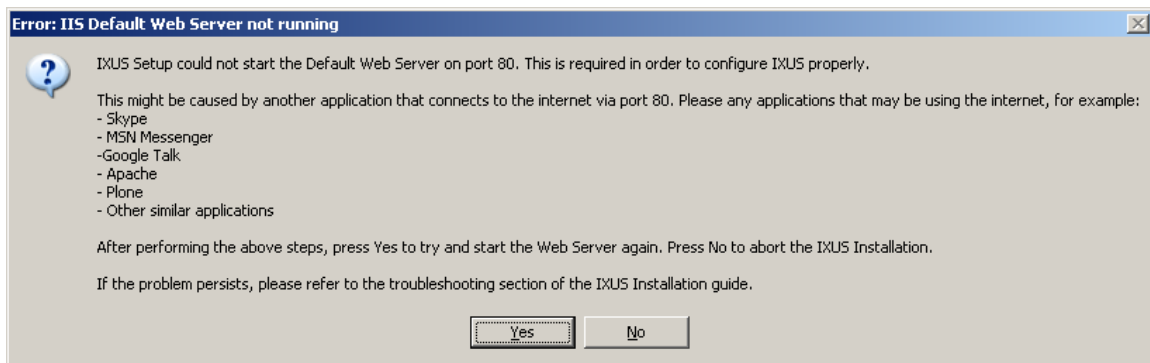
This concludes the manual installation process of SQL server

Troubleshooting

IIS Default Web Server not running

Symptoms

The follow dialog is displayed during the installation of IXUS:



Causes

In order to function correctly the IXUS server requires that the built-in Windows web server, called Internet Information Server (IIS), must be running a default web server on the default WWW port 80. The IXUS installer will make sure that IIS is installed and configured correctly. However, there may be cases that are outside the control of the installer which interfere with this requirement. These cases require manual intervention. Below are the typical causes of this problem:

1. A networking or internet application that uses the network port 80 is already running on the computer. There can be only one application on a computer that uses the default WWW port 80 at a time. Instant messaging applications like Skype and MSN Messenger are typical examples. The solution is to close the application in question and then press 'Yes' on the error dialog to retry. When Skype (or the application in question) is restarted, it will notice that port 80 is already in use and will attempt to choose another port and continue functioning normally.
2. Another web server like Apache is running on the computer (in other words not using Microsoft IIS). The IXUS server component cannot be run on computers that are already running web servers other than Microsoft IIS, for example Apache. The possible solutions to this case are:
 - a) Change the web sites on the existing non-IIS web server to use ports other than port 80.
 - b) Move the non-IIS web server to another computer and then install IXUS again.

- c) Install the IXUS server component on another computer that is not running a non-IIS web site on port 80.
3. The computer already has IIS installed on it, but IIS is running a web server on a port other than port 80, e.g. port 8080. Microsoft IIS on Windows XP is limited to running only a single web server at a time. The possible solutions to this case are:
 - a) Open the IIS management console (can be found in Control Panel/Administrative Tools/Internet Information Services) and stop the currently running web server. This will stop the current web server on the computer. If this is unacceptable, the following solutions may be more acceptable:
 - b) Move the current IIS web server to another computer and then install IXUS again.
 - c) Install the IXUS server component on another computer that is not running an IIS web server on a port other than port 80.

Reporting Services error

Symptoms

When you start the Report Manager, you may receive an error message that is similar to the following:

The report server cannot decrypt the symmetric key used to access sensitive or encrypted data in a report server database. You must either restore a backup key or delete all encrypted content and then restart the service. Check the documentation for more information. (rsReportServerDisabled) Get Online Help Bad Data.

Cause

The Report Server service uses the symmetric key to access the encrypted data in a report server database. This symmetric key is encrypted by using an asymmetric public key that corresponds to the computer and the user account that is used to run the Report Server service. When you change the user account that is used to run the Report Server service, the report server cannot use the asymmetric public key to decrypt the symmetric key. Therefore, the Report Server service cannot use the symmetric key to access the data from the report server database.

Solution

To resolve this problem, you must back up the encrypted keys before you change the user account that is used to run the Report Server Windows service or the Report Server Web service, and then you must apply the keys that were backed up. To do this, on the computer that is running the Reporting Services, follow these steps:

1. Start the Report Server Windows service and the Report Server Web service by using the user account that the service was running successfully for.

2. Use the rskeymgmt command-line utility to back up the encryption keys. To do this, run the following command at the command prompt:

RSKeyMgmt -e -f *FileName* -p *StrongPassword*

Note: Replace *FileName* and *StrongPassword* with an appropriate file name and an appropriate password. By default, the rskeymgmt command-line utility is located in the *InstallationDrive*:\\Program Files\\Microsoft SQL Server\\80\\Tools\\Binn folder.

For more information about the rskeymgmt command-line utility, run the following command at the command prompt:

RSKeyMgmt /?

3. Use the rskeymgmt command-line utility to remove the reference to the existing keys. To do this, run the following command at the command prompt:

RSKeyMgmt -r *InstallationID*

Note Replace *InstallationID* with the installation ID that is provided in the **InstallationID** setting of the RSReportServer.config file. By default, the RSReportServer.config file is stored in the *InstallationDrive*:\\Program Files\\Microsoft SQL Server\\MSSQL\\Reporting Services\\ReportServer folder.

4. Stop Microsoft Internet Information Services (IIS).
5. Stop the Report Server Windows service.
6. Change the user account that is used to run the Report Server Windows service or the Report Server Web service to the user account that you want.
7. Start IIS.
8. Start the Report Server Windows service.
9. Use the rskeymgmt command-line utility to apply the encryption keys that were backed up in step 2. To do this, run the following command at the command prompt:

RSKeyMgmt -a -f *FileName* -p *StrongPassword*

Note Replace *FileName* and *StrongPassword* with the file name and the password that you used to back up the symmetric encryption keys in step 1.

