



Installation and Deployment Guide

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Prerequisites

Before you start installing VisualTime on your server, please make sure your system meets the minimum requirements.

Operating system:

- Microsoft Windows 2003 SP1
- Microsoft Windows 2003 R2
- Microsoft Windows 2008

Web / application server:

- IIS 6
- IIS 7 (supported with Classic ASP.NET Integration Mode only)
- ASP.NET

Windows Components:

- Microsoft XML 2.6 or above
- Microsoft .NET Framework 2.0 SP1

Database server:

- Microsoft SQL Server 2005 / Microsoft SQL Server Express 2005
- Microsoft SQL Server 2008 / Microsoft SQL Server Express 2008
- Microsoft SQL Server 2008 R2 / / Microsoft SQL Server Express 2008 R2

Outlook Integration Module:

- Microsoft Outlook 2002
- Microsoft Outlook 2003
- Microsoft Outlook 2007

Reporting Module:

- Crystal Reports 2008 runtime

Note:

- The Crystal Reports 2008 runtime is needed only if you have acquired the VisualTime Reporting module.

Rights / permissions:

- Local Windows OS: Administrator rights are required for installing the application and VisualTime communication server components.
- MS SQL Server: SA user and password (or equivalent) are required for creating the VisualTime database.

Installation

Before you start, please make sure the following conditions are met:

- The installation wizard must be run on the server where IIS is installed.
- You have the proper credentials and connectivity to the MS SQL Server where the VisualTime system database will be created.

Note:

- The MS SQL Server instance can be on the same server with IIS or it can be on a different server.

In order to start the installation, launch the VisualTimeSetup.exe program.

The VisualTime server setup program has a graphical user interface and it guides the user step by step. The whole process usually takes between 5 and 10 minutes.

Installation steps presented by the setup wizard:

1. Startup screen

Choose **Next**.

2. License agreement

You need to accept the Software License Agreement in order to continue with the installation.

Once you have selected the option "I accept the agreement" choose **Next**.

3. Select the type of setup you want to perform:

- Create a new deployment
- Upgrade an existing deployment
- Uninstall VisualTime

Note:

- The third option Uninstall VisualTime is presented only if a previous instance of VisualTime is detected.

If you are installing up VisualTime for the first time, select **Create a new deployment**.

4. License Activation Key

Copy / paste the activation key that was provided by your VisualTime representative.

5. Verify the licensing information is accurate and the correct modules are enabled.
6. Select the installation folder.

By default the program is installed in C:\Program Files\Visualtime.

7. MS SQL Server connection details and credentials.

Provide the server\instance name for the MS SQL Server.

Provide the sa account (or equivalent) and password or select the Integrated Windows Authentication option. These credentials are required for creating / updating the VisualTime system database but they won't be stored by or used by the VisualTime programs.

8. Provide a password for the visualtime_user.

This account will be created on your MS SQL Server database and it's required by the VisualTime server components at run time.

The user name and password will be stored in the web.config files created located in the VisualTime installation folders you selected at step 6 during this installation.

The password needs to be at least 8 characters long or as required by your MS SQL Server security policy.

9. Provide the connection details required for the VisualTime SMTP Service.

The VisualTime SMTP service will allow the users to receive notifications via email.

After the installation is complete, these settings can be modified through the VisualTime Management Console.

10. Provide a password for the admin user in your VisualTime system.

Make note of the admin password as you will not be able to log in to VisualTime without it. After the installation is complete, the password can be changed through the VisualTime Client program.

11. Select Finish once the setup is completed.

A shortcut menu is created for that purpose under the Start menu -> Program Files -> VisualTime.

Verify your installation

Verify your installation by checking the following:

- The VisualTime menu has been created on the server under Start - Program Files -> VisualTime.
- The VisualTime server folder has been created under the folder you selected at step 6 during the installation.
- The VisualTime SMTP Service has been created on your server and the service is running.

- Under the Windows – Add/Remove Programs a VisualTime <version #> entry has been created.
- Point your browser to the <http://<servername>/visualtime/test.aspx> and once you provide the required credentials, check that all the settings are valid and no errors are present.
- Test your installation and make sure you can log in to the system by launching the VisualTime desktop client. The VisualTime desktop client is located under <installation folder>\win32\files\visualtime.exe.

Deployment considerations

The end users are required to launch the VisualTime desktop client or the web viewer in order to access the VisualTime system.

The VisualTime desktop client can be launched from a network share or from the local end user's workstation. In order to be launched from the user's workstation, it first needs to be downloaded and saved locally by the user. The program is a standalone executable and does not require any installation or administrative privileges.

The default VisualTime web page created on the IIS web server is located under the /visualtime virtual directory and has three purposes:

1. It allows the end users to download the desktop client and save it to the local workstation via the following URL:

<http://<server name>/visualtime/files/visualtime.exe>

Note:

- If the existing network security policy does not allow the downloading of executable files from the web server you can store the .exe file in a .zip or a .cab file and point the users to that location instead. A signed .cab file containing the desktop client executable is available by request from the VisualTime support staff.

2. The connection URL details can be automatically set by the web page on the user's browser via a cookie. The setting is controlled through the VisualTime Management Console (under Settings -> General -> Default Connection URL).

Note:

- For this feature to work, the end users are required to use Internet Explorer to connect to the /visualtime/default.aspx web page and their browser must be configured to accept cookies.

3. Optionally, the `/visulotime/default.aspx` page can be entirely configured by the web server administrator by editing the `defaultpage.inc` with a text editor.

When the user launches the `visualtime.exe` and the connection is successful, a `VisualtimeSettings.xml` file is automatically created in the user's temp folder storing the connection URL and the default user name. Any subsequent launches of the VisualTime desktop client will use the connection URL string stored within the cookie or, by default, it will use the connection URL information stored within `VisualtimeSettings.xml`.

VisualTime SMTP Service

The VisualTime SMTP Service is automatically installed by the VisualTime installation program. It acts as an SMTP client and requires an SMTP server in order to send the email notifications generated by the VisualTime system.

The service connects to the VisualTime system database, reads the corresponding configuration settings and periodically sends out the email messages generated by the system.

The database connection information is stored in the `connection.ini` file which is automatically created and configured by the installation program.

If the connection information is incorrect the service will not start. For troubleshooting purposes, a log file called `logfile.txt` is created under the `\VisualTime` folder. Inspecting this file can offer information on what the current settings are and what to do in case of failure.

The general parameters of VisualTime SMTP service including SMTP connection port, SMTP user name and password (if required), etc, are configured during step 9 of the installation program and can be modified via the VisualTime Management Console via Configuration -> Settings -> Mailer.

Note:

- The VisualTime SMTP Service will need to be restarted in order for the modified settings to take effect.

MS Outlook and MS Exchange integration

If the Outlook Integration Module is enabled, the VisualTime desktop client has the ability to retrieve the following information from the Exchange server installed within your organization:

- Contacts from the Personal Address Book

- Contacts from the Global Address Book
- Free / busy time

For this features to work, the MS Outlook client should be properly configured and connected to the Exchange server.

Active Directory and SSO (Single Sign On)

The VisualTime web viewer as well as the desktop client can be both configured to take advantage of the existing Active Directory thus allowing the VisualTime users to be created automatically upon their first login. The Guest VisualTime security profile will automatically be assigned to users created that way.

In order this feature the following condition should be met:

- In the virtual directory properties -> Directory Security -> Authentication and Access Control -> Integrated Windows authentication should be set to TRUE, all other settings on should be set to FALSE.
- The users's workstation must be part of the domain and the user must be logged on to the domain.

Note:

- For the SSO feature to work, the user's Internet Explorer security settings should be configured for Automatic Logon under User Authentication -> Logon.

Where to go from here

For more information, please refer to the following documents:

- *VisualTime Getting Started Guide*
- *VisualTime Administrator's Guide*