



# Installation Guide

November 2011

## ***Recommendations***

We strongly recommend reading the Release Notes and Installation Instructions in their entirety before installing this version. A successful installation depends on the instructions being followed carefully.

## ***Attention Network Customers:***

We recommend that you perform all ARTA Lending updates from the server console. If you have ARTA Lending and also have Rembrandt or ARTA Deposit on the same server, you must make sure no one is in Rembrandt, ARTA Deposit, or ARTA Lending when performing an upgrade to the next version.

In addition, at the very least, you must have ARTA Lending Version 3.50 or higher, OR if you have ARTA Deposit installed, it must be at Version 3.1 or higher before beginning this installation.

This publication was written for ARTA Lending.

**Publication Information / Version**

ARTA Lending  
Installation Guide  
Version 2011.4  
November 2011

**Distributed Subject to Terms of a License or other Agreement**

The contents of this publication, including its appendices, exhibits, and other attachments, as updated or revised, are highly confidential and proprietary to Wolters Kluwer Financial Services, Inc. or its subsidiaries or affiliates (“Wolters Kluwer Financial Services”). This publication is distributed pursuant to a Non-Disclosure Agreement, Evaluation Agreement, License Agreement and/or other similar agreement(s) with Wolters Kluwer Financial Services, Inc. or its subsidiary or affiliate. Unless otherwise specifically provided in such agreement(s), the reproduction of this publication is strictly prohibited. Use and distribution of this publication are also subject to the responsibilities and obligations of such agreement(s), which require confidential treatment of this publication and its contents.

Information in this guide is subject to change without notice and does not represent a commitment on the part of Wolters Kluwer Financial Services.

**Do Not Reproduce or Transmit**

Unless otherwise specifically authorized in the agreement or license under which this publication has been provided, no part of this publication may be posted, played, transmitted, distributed, copied or reproduced in any form or by any means, electronic or mechanical, including photocopying, recording, or retaining on any information storage and retrieval system, without prior written permission from Wolters Kluwer Financial Services.

Requests for permission to reproduce content should be directed to Wolters Kluwer Financial Services, Inc., Corporate Legal Department, by telephone at 1-800-397-2341.

**Not a Substitute for Legal Advice**

This publication is intended to provide accurate and authoritative information about the subject matter covered based upon information available at the time of publication. Examples given in this publication are for illustrative purposes only.

Development of this publication and the software (including forms, disclosures, reports, and other documents generated by the software) or other products that it describes was based on Wolters Kluwer Financial Services' understanding of various laws, regulations and commentaries. Wolters Kluwer Financial Services cannot and does not guarantee that its understanding is correct.

This publication is not intended, and should not be used, as a substitute for legal, accounting, or other professional advice. Wolters Kluwer Financial Services is not engaged in providing legal, accounting or other professional services. If legal or other professional assistance is required, you should seek the services of a competent professional. We encourage you to seek the advice of your own attorney concerning all legal issues involving the use of this publication and any products described in this publication. If your interpretations or your counsel's interpretations are contrary to those expressed in this publication, you should of course, follow your/your counsel's interpretations.

The following notice is required by law:

**WOLTERS KLUWER FINANCIAL SERVICES' PRODUCTS AND SERVICES ARE NOT A SUBSTITUTE FOR THE ADVICE OF AN ATTORNEY.**

**Warranty Disclaimer**

Except only for the warranties (if any) expressly set forth in the agreement(s) under which this publication is provided (i.e., your agreement or license for the described product), this publication is provided “as is”, and Wolters Kluwer Financial Services makes no warranty, express, implied, by description, by sample or otherwise, and in particular and without limitation, makes no implied warranties of merchantability or fitness for purpose. No modifications to this Warranty Disclaimer are authorized unless in writing and signed by the President or a Vice President of the Wolters Kluwer Financial Services entity licensing the product described in this publication.

**Trademarks and Credits**

ARTA is a registered trademark of Wolters Kluwer Financial Services, Incorporated.

Expere is a trademark of Wolters Kluwer Financial Services, Inc.

VMP is a registered trademark of VMP Mortgage Solutions, Inc.

Novell NetWare is a registered trademark of Novell, Inc.

Microsoft, MS, Windows, and Windows NT are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Wise Installation System is a registered trademark of Wise Solutions, Inc.

Kroll Factual Data is a registered trademark of Kroll Factual Data Corporation.

Equifax is a registered trademark of Equifax Incorporated.

Flood Wiz and Wiz Sentinel are registered trademarks of PCi Corporation.

Wiz Basic is a trademark of PCi Corporation.

Experian is a registered trademark of Experian Information Solutions, Inc.

TransUnion is a registered trademark of TransUnion L.L.C.

RiskWise is a registered trademark of RiskWise, Inc.

All other trademarks are the property of their respective owners.

**Copyright Information**

©2011 Wolters Kluwer Financial Services, St. Cloud, Minnesota

This publication is the confidential information of Wolters Kluwer Financial Services. Distribution of this publication is subject to restrictions in the license or agreement under which this publication is provided to authorized Wolters Kluwer Financial Institution customers.

All rights reserved.

# Table of Contents

<b>Using These Installation Instructions</b> .....	<b>1</b>
Types of Installations.....	2
Recommendations .....	3
State Document Selection .....	3
Illustrations in this Documentation .....	3
WAN Limitation.....	3
<b>Technical News and Information</b> .....	<b>4</b>
Windows 7.....	4
Windows Server 2008/Vista .....	4
Supported Versions of Windows Server 2008/Vista .....	4
User Permissions on Windows 2008 Server/Vista Installations.....	4
Windows 2003/XP Professional .....	5
Upgrade Information .....	5
Other Operating Systems Notes .....	5
Not Supported .....	5
Novell® NetWare® No Longer Supported as of July 1, 2010 .....	6
Supported Operating Systems .....	6
Proxy Server/Firewall Requirements For Running <i>Wiz Senti™</i> : RiskID And Other Features.....	6
<b>Before Installing Your Program</b> .....	<b>8</b>
Program Updates.....	8
Authorization Codes .....	8
System Requirements .....	8
Software License .....	8
Make Backup Copies .....	8
Virus Protection Software .....	9
Long Filename Support for Novell NetWare Users .....	9
Microsoft Service Packs .....	9
Network Installation Information .....	9
Conversion Requirements.....	9
Maintaining your Templates.....	9
Before Installing a New Version .....	10
A Few Key Tips .....	10
<b>Before You Begin</b> .....	<b>11</b>
How to Install ARTA Lending.....	11
To-Do Checklist.....	11

<b>Before Installing ARTA Lending</b> .....	<b>12</b>
Welcome to ARTA Lending .....	12
Contact Us.....	13
Before Installing ARTA Lending .....	14
<b>Installation Overview</b> .....	<b>15</b>
Basic Options.....	15
Single User, Stand-Alone Installation.....	15
Local Area Network (LAN) Installation .....	15
Wide Area Network (WAN) Installation .....	15
<b>Local Computer (Stand-Alone Operation) Installation</b> .....	<b>17</b>
Install Your Program Files on a Stand-Alone Computer .....	17
<b>Local Area Network (LAN) Installation</b> .....	<b>18</b>
Install the Program on a Network Drive.....	18
<b>Wide Area Network (WAN) Installation</b> .....	<b>20</b>
Install Your Program Files on a Local Drive .....	20
For New Installations Only: Create Custom Data Paths on a Network Drive .....	21
<b>Terminal Server/Terminal Services Installation</b> .....	<b>23</b>
Existing Customer .....	23
New User .....	23
<b>Installation Procedures</b> .....	<b>24</b>
Installation .....	24
Welcome to ARTA Lending .....	24
Before Installing ARTA Lending.....	25
Welcome.....	26
ARTA Lending Installation Location.....	27
Authorization Code .....	28
Install Options .....	29
ARTA Lending User Information .....	30
State Document Selection.....	31
Start Installation .....	32
Installing.....	33
Installation Complete .....	34
Install Client .....	35
Client Installation.....	35
Welcome.....	36
ARTA Lending Server Location.....	37
Select Program Manager Group .....	38
Start Installation .....	39

Installing.....	39
RiskID Installation.....	40
Restart Computer.....	40
Document Services Main.....	41
To run Document_Services_Main.exe:.....	41
Rerunning Client Setup on a Terminal Server.....	46
<b>Installation Directories Worksheet.....</b>	<b>48</b>
<b>Installation of Module Additions.....</b>	<b>49</b>
Prior to Installation.....	49
Installing Modules.....	50
Post Module Install.....	58
<b>After Installation is Complete.....</b>	<b>59</b>
After the installation is completed, make backup copies.....	59
Plan Data Backups.....	59
Read and review supporting documentation.....	59
Prepare for Setup.....	59
Install Credit Insurance Documents.....	59
Install Privacy Documents.....	59
How to Contact Wolters Kluwer Financial Services Support.....	60
<b>Appendix A: Software and Hardware Requirements.....</b>	<b>61</b>
Standalone and Client System Requirements.....	61
Software Requirements.....	61
Hardware Requirements.....	61
Network Server Requirements.....	62
Software Requirements.....	62
Hardware Requirements.....	62
Printers.....	63
Additional Notes.....	63

# Using These Installation Instructions

The ARTA Lending product family is a collection of modules that consist of the following configurations. Use these instructions to install the following ARTA Lending products:

ARTA Lending Configurations
ARTA Lending
ARTA Lending plus Home Equity
ARTA Lending for Credit Unions
ARTA ARM Early Disclosure
ARTA Home Equity Early Disclosure
ARTA ARM/HE Early Disclosure

Application Module Configurations
ARTA Lending and Application Module
ARTA Lending plus Home Equity and Application Module
ARTA Lending for Credit Unions and Application Module

Credit Bureau Access Module Configurations
ARTA Lending and Credit Bureau Access Module
ARTA Lending plus Home Equity and Credit Bureau Access Module
ARTA Lending for Credit Unions and Credit Bureau Access Module
ARTA Lending and Application/Credit Bureau Access Modules
ARTA Lending plus Home Equity and Application/Credit Bureau Access Modules
ARTA Lending for Credit Unions and Application /Credit Bureau Access Modules

Automated Underwriting Module Configurations
ARTA Lending and Application/Credit Bureau Access/Automated Underwriting Modules
ARTA Lending plus Home Equity and Application/Credit Bureau Access/Automated Underwriting Modules
ARTA Lending for Credit Unions and Application/Credit Bureau Access/Automated Underwriting Modules

Module Configurations
Application Module
Application/Credit Bureau Modules
Application/Credit Bureau/Automated Underwriting Modules
ARM/HE plus Application Module
ARM/HE plus Application/Credit Bureau Modules
ARM/HE plus Application/Credit Bureau/Automated Underwriting Modules
(For Credit Unions) Application Module
(For Credit Unions) Application/Credit Bureau Modules
(For Credit Unions) Application/Credit Bureau/Automated Underwriting Modules
(For Credit Unions) ARM/HE plus Application Module
(For Credit Unions) ARM/HE plus Application/Credit Bureau Modules
(For Credit Unions) ARM/HE plus Application/Credit Bureau/Automated Underwriting Modules

## Types of Installations

The instructions provide installation information for the following types of installations:

- Local computer (stand-alone operation)
- Local Area Network (LAN) (network/data sharing operation)
- Wide Area Network (WAN) (network/data sharing operation)
- Terminal Server/Terminal Services environment

## Recommendations

Wolters Kluwer Financial Services, Inc. strongly recommends that a qualified technical consultant or network administrator perform this ARTA Lending installation.

Attention Microsoft Network Customers: We recommend that you perform all ARTA Lending updates from the server console.

Be sure to read the installation instructions and release notes carefully before continuing with this installation.

## State Document Selection

The State Document Selection screen only appears for new installations. However, it does not appear in ARM and HE software installations.

When updating your existing system, the program automatically recognizes your previous state document set selection without prompting you to choose your state document sets.

## Illustrations in this Documentation

Please note that the illustrations are from Windows 2000 Advanced Server. These are examples only, so your paths and screens may differ from those shown.

## WAN Limitation

The instructions in this document do not cover installing the program such that the entire program would run across a WAN. Typically, bandwidth constraints prohibit the software from functioning correctly in that type of environment. If you wish to receive information on installing or updating the program in a Terminal Server environment, we recommend that you contact our technology team on SupportLine at 1-800-274-2711 ext. 1124021.

# Technical News and Information

## Windows 7

ARTA Lending supports 32 and 64 bit versions of Windows 7 for ARM/HE, Credit Union, and Bank versions as of the 2011.1 release.

## Windows Server 2008/Vista

### Supported Versions of Windows Server 2008/Vista

32-Bit Versions of Windows Server 2008 are supported for ARTA Lending

The following 32-bit versions of Windows Vista are supported for ARTA Lending.

- Windows Vista Business
- Windows Vista Enterprise

You may visit <http://www.microsoft.com/windowsserver2008/en/us/default.aspx> to learn about Windows Server 2008 and <http://www.microsoft.com/windowsvista/default.aspx> to learn more about Windows Vista. You may also visit <http://support.wolterskluwerfs.com> for updated information regarding testing and support of our software products with Windows Vista.

### Windows 2008 Server/Vista Utility Download Required for Help Files

The executable file used to run the ARTA Lending help system is not included with the Windows 2008 Server/Vista operating system. Therefore, customers using Windows 2008 Server or Vista must download an update from Microsoft Corporation in order to view the help files for ARTA Lending. For more information on the update and access to the download, visit

<http://support.microsoft.com/kb/917607>

If you are running the ARTA Lending program from a network location you will need to take additional steps to enable the help feature to work properly. This will involve group policies or registry modifications. For more information see the section titled “How to unblock .hlp files that are stored on the intranet” at the following location:

<http://support.microsoft.com/kb/917607>

### User Permissions on Windows 2008 Server/Vista Installations

For ARTA Lending to perform as intended within the Windows 2008 Server or Vista operating system, some permissions must be granted for users to ensure that all users can properly access ARTA Lending application data. This change is required because Windows 2008 Server/Vista’s default security prevents users from otherwise reading ARTA Lending data created by other users.

This change requires you to set permissions to allow modification to files within specified directories for all users.

Users must be given at least Modify permissions in the following folders and any subfolders:

C:\Program Data\BSIApps\ARTALending **OR** C:\ProgramFiles\BSIApps\ARTALending

C:\Program Files\Common Files\BSI Shared

C:\Program Files\Common Files\ARTA

**NOTE:** C:\ProgramData is a hidden folder

The Windows local Administrators group works differently in 2008/Vista/Windows 7 than in Windows XP or Windows 2003. Even an Administrator needs at least modify rights on the previously mentioned folders.

## Windows 2003/XP Professional

32-bit versions of Windows 2003 and Windows XP Professional are fully supported for ARTA Lending.

## Upgrade Information

For information on upgrading your system, contact your hardware vendor or log on to <http://www.microsoft.com/en/us/default.aspx>. For other questions, call SupportLine at 1-800-274-2711 ext. 1124021 or visit our web site at <http://support.wolterskluwerfs.com>.

## Other Operating Systems Notes

### Not Supported

#### Vista

The following editions of Vista are not supported operating systems for use with any Wolters Kluwer Financial Services software program.

- Windows Vista Client with Novell Network
- Windows Vista Ultimate
- Windows Home Premium
- Home Basic
- Windows Vista Starter

### **Windows 95/Windows 98/Windows NT Workstation/Windows NT 4.0 Server**

Windows 95, Windows 98, Windows NT Workstation, and Windows NT Server have been retired by Microsoft. Therefore Wolters Kluwer Financial Services does not support ARTA Lending with these operating systems. If you attempt to install ARTA Lending on a workstation with any of these operating systems, you will receive a warning.

### **Windows Me**

Windows Me (Millennium Edition) was developed for home computer use only, and is not a supported operating system for use with any Wolters Kluwer Financial Services software program.

### **Windows XP/Millennium Home Edition**

Windows XP and Millennium Home Editions were developed for home computer use only, and are not supported operating systems for use with any Wolters Kluwer Financial Services software program.

### **Microsoft Small Business Server**

Microsoft Small Business Server and Microsoft BackOffice are designed for small business applications only, and are not supported operating systems for use with any Wolters Kluwer Financial Services software program.

## **Novell® NetWare® No Longer Supported as of July 1, 2010**

Novell Netware will not be supported on ARTA Lending Version 2010.2 effective July 1, 2010. Users can still run ARTA Lending on a Novell server, but Wolters Kluwer Financial Services will not assist in any Novell related trouble shooting issues effective July 1, 2010.

## **Supported Operating Systems**

For a list of ARTA Lending supported workstation operating systems, network operating systems, and other hardware requirements, refer to our Web site. If, upon review of this document, you have further questions, please contact Wolters Kluwer Financial Services' SupportLine at 1-800-274-2711 or visit our Web site at <http://support.wolterskluwerfs.com>.

## **Proxy Server/Firewall Requirements For Running Wiz Senti™: RiskID And Other Features**

In order to access the Wiz Senti: RiskID (formerly known as ForTrust CIP and PATRIOT Act Connection) from ARTA Lending you must disable any password requirements on your firewall for the following destination hosts: [https://www.wizensentriskid.com/RiskID\\_WEB/](https://www.wizensentriskid.com/RiskID_WEB/) and <https://www2.patriotactconnection.com/pac/logon.do>. This is in addition to any standard firewall settings required to access secured web sites via SSL.

In order to use some of the features of ARTA Lending like Credit Bureau, HMDA, HOEPA and Flood Wiz, some other web sites also need to be allowed.

### **RiskID**

[https://www.wizensentriskid.com/RiskID\\_WEB/](https://www.wizensentriskid.com/RiskID_WEB/)

<https://www2.patriotactconnection.com/pac/logon.do>

[https://www.wizensetri.com/risk\\_id/riskIdPayload\\_WSService?wsdl](https://www.wizensetri.com/risk_id/riskIdPayload_WSService?wsdl)

### **Credit Bureau**

<https://webservice.bankerssystems.com/BSICreditRequest/BSICreditRequest.asmx>

<https://widow1.factualdata.com/j/elend?>

### **HMDA**

<https://www.wizenterprise.com/PCiServerBatchOutput/>

[https://secured.bankerssystems.com/Common/WSEndpoint?sp\\_HMDA](https://secured.bankerssystems.com/Common/WSEndpoint?sp_HMDA)

[https://secured.bankerssystems.com/Common/WSEndpoint?sp\\_HMDABatch](https://secured.bankerssystems.com/Common/WSEndpoint?sp_HMDABatch)

### **HOEPA**

[https://secured.bankerssystems.com/Common/WSEndpoint?sp\\_HOEPA](https://secured.bankerssystems.com/Common/WSEndpoint?sp_HOEPA)

[https://secured.bankerssystems.com/CommonARTA/WSEndpoint?sp\\_HOEPADDataTransfer](https://secured.bankerssystems.com/CommonARTA/WSEndpoint?sp_HOEPADDataTransfer)

### **Floodwiz**

[https://www.floodwiz.org/usds/lev2\\_login.asp](https://www.floodwiz.org/usds/lev2_login.asp)

<https://secured.bankerssystems.com/EULA/floodcertintro.pdf>

[https://secured.bankerssystems.com/Common/WSEndpoint?sp\\_MISMO](https://secured.bankerssystems.com/Common/WSEndpoint?sp_MISMO)

### **Automated Underwriting**

<https://underwriting.bankerssystems.com/cqdswebservice/CQDSWebService.asmx>

# Before Installing Your Program

## Program Updates

New versions of the program that incorporate new changes and capabilities are regularly introduced as part of our continuing service. We strongly recommend that you install all updates immediately to ensure that your program is operating with the most current functions and features.

## Authorization Codes

For new installs or for adding newly purchased modules, you can help speed the installation by having your Authorization Code available before installing ARTA Lending. Your Authorization Code can be found on the Delivery Note/Packing List. You do not need your authorization code if you are updating an existing installation of ARTA Lending.

## System Requirements

The system requirements are available on our Web site at <http://support.wolterskluwerfs.com>. Verify that you meet the system requirements before installing the program.

## Software License

Read your software Enterprise License agreement or your software single-seat license agreement to understand the legal restrictions governing copying and installation.

## Make Backup Copies

Keep in mind that your data is perpetually being changed. While making a backup every time the files change may not be feasible, you should establish a daily or weekly routine for backing up your data files. Frequency of backup is based entirely on your judgment and use of the program. A good deciding factor might be the comparison of how long it would take to reenter lost data versus how long it takes to do a backup.

A full backup should be performed after the initial installation and setup configuration as well as before and after each update you receive.

## Virus Protection Software

It is important to temporarily disable any virus protection software that may be running, as this can interfere with the installation process.

## Long Filename Support for Novell NetWare Users

If you are installing on a Novell network, you must enable **Long Filename Support** for the server volume. Consult with your network system administrator. It is recommended that you install ARTALending using a folder name with eight (8) characters or less (for example: ARTALend).

## Microsoft Service Packs

Before installing this release, you must verify if you have the latest service packs installed. Continue to read these instructions for more information.

## Network Installation Information

For best results, always use a mapped drive letter with ARTA Lending. If there are problems with the install using a mapped drive, a Universal Naming Convention (UNC) may be used.

## Conversion Requirements

It is recommended that you complete all loans in progress before installing this update, if possible, and review and update all affected templates.

## Maintaining your Templates

Because of program and document changes in each new release of ARTA lending, template maintenance may be required for the transactions and documents to function properly – especially when old documents are removed from the program and replaced with new documents or new features and functions are added to the program.

## Before Installing a New Version

Review your templates to ensure that the document changes are reflected in your template or your templates may result in lost data, corrupt templates, and/or corrupt loans.

### A Few Key Tips

If you have a saved loan or template that has one of the removed documents attached as an auto-selected document, the program is designed to auto-select the new appropriate replacement document. Since this is a new document, all document prompt information is gone.

**Solution:** Verify and possibly re-enter document information. If you have made default data entries or field attribute settings for the document in a template, you will need to re-visit the template and update the document prompts as necessary.

If you have a saved loan or template that has one of the removed documents attached as a manually selected document, the program does not automatically replace the existing document with the new replacement document. The loan/template will retain the old document name in the document list—if you attempt to access the document prompting screen for that particular document you will receive an error similar to the following message:

```
[CappViewDoc::CreateFormView] Error(s): File not found:
```

```
C:\Program Files\BSIApps\ARTALending\Docs\XX\NDaS-VSI-LAZ-XX (Variable Simple Interest Note, Disclosure, and Security Agreement).ddd
```

**Solution:** To prevent the error message above, remove the old document from the loan or template before installing a new version. After the installation, select the new appropriate document, and click **Save**.

# Before You Begin

## How to Install ARTA Lending

If you are a new user and wish to learn how to install ARTA Lending, carefully follow the procedures in this document. It is important to work with your system administrator to make sure that you have met all the system requirements and to ensure the success of your installation.

If you are a current ARTA Lending customer receiving a new version of the program, the installation program will display in the title bar the version you are about to install. Note that the State Document Selection screen will not appear, nor will you be prompted for an authorization code during updates. Therefore, when updating your existing system, the program automatically recognizes your previous state document set selection without prompting you to choose your state document sets.

## To-Do Checklist

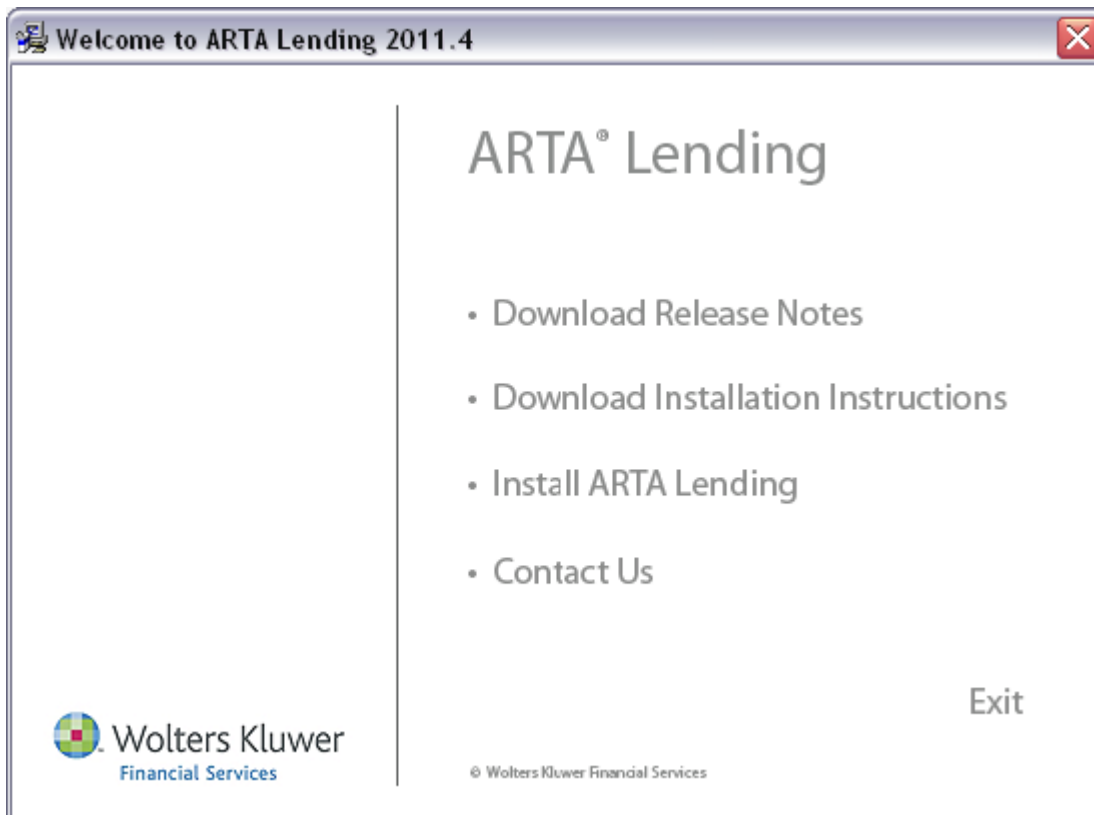
- Verify that Microsoft Internet Explorer Version 6.0 (or later) is installed, including on each client workstation before you begin. ARTA Lending requires Microsoft Internet Explorer 6.0 or later.
  - Internet Explorer and Service Packs can be downloaded from the Microsoft Web site ([www.microsoft.com](http://www.microsoft.com)) or contact Microsoft Corporation to order.
  - Acquiring and installing Internet Explorer is a responsibility of your network administrator or technical consultant. Wolters Kluwer Financial Services, Inc. provides assistance with implementing this prerequisite for a minimal fee.
- If you are installing on Windows 2000 Professional, Service Pack 2 or later is required with this release.
  - You can download service packs from the Microsoft Web site ([www.microsoft.com](http://www.microsoft.com)) or contact Microsoft Corporation to order.
- If updating from a previous version of the program, verify that you have completed a backup of your existing program files.

## Before Installing ARTA Lending

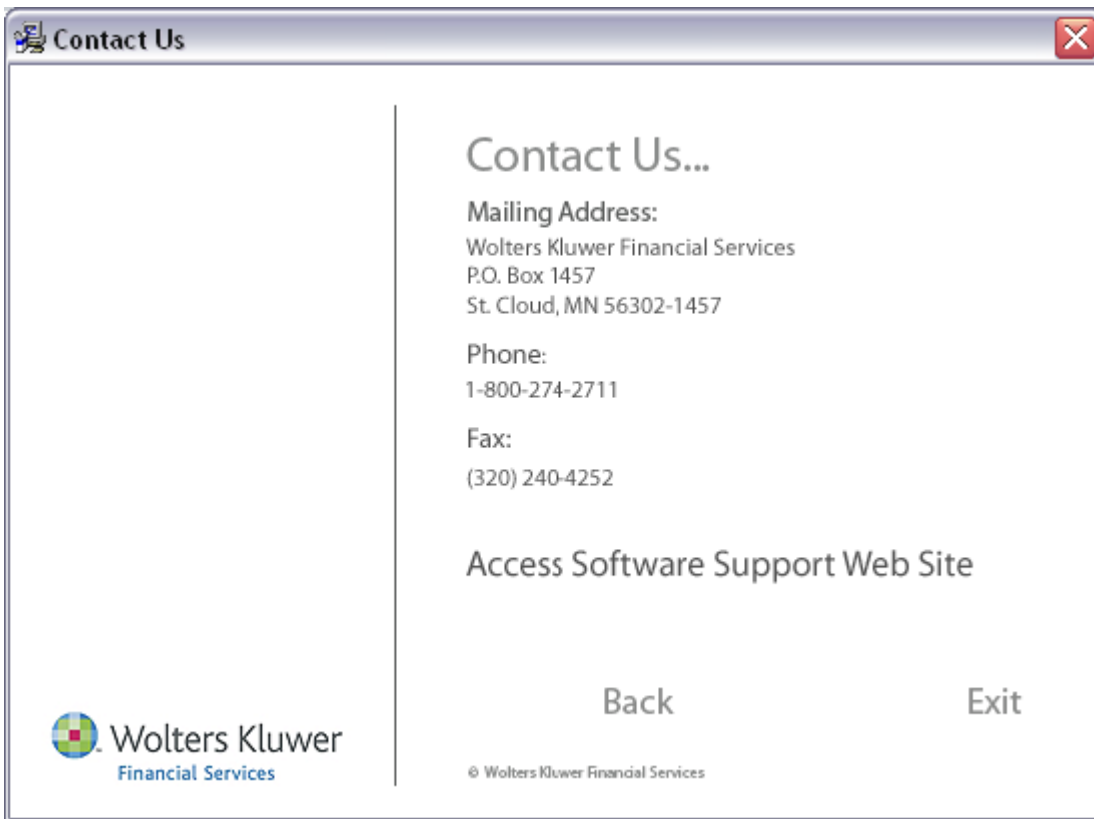
The following screens allow you to get supporting documentation for the current version and install the software for ARTA Lending. These screens link to our Web site, so you can download the documents.

You must have Internet access to download the documents. If you do not have Internet access, you will receive an error if you click on the links.

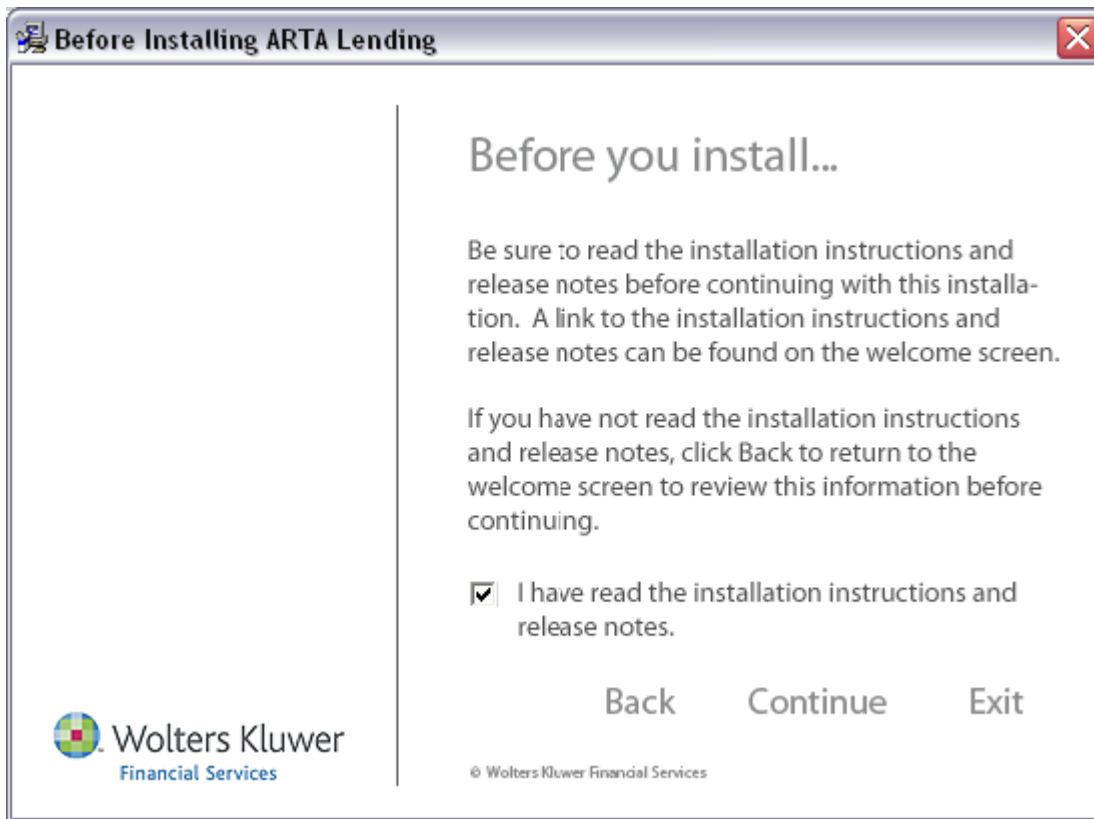
### Welcome to ARTA Lending



## Contact Us



## Before Installing ARTA Lending



Click **Continue** to proceed with the installation.

# Installation Overview

Here is some information to help you understand the basic installation options. It is very important that you read through the installation procedures carefully **before** and **during** the installation process.

## Basic Options

Below are several brief descriptions of the three basic options for installing your program. Review this information to help you decide which type fits your needs.

### Single User, Stand-Alone Installation

Install on a local drive and use the default data paths.

- See Local Computer (Stand-Alone Operation) Installation for instructions.

### Local Area Network (LAN) Installation

Install to a network drive, then run the client setup program from that network drive. The LAN type of installation is intended for situations where all workstations are at the same office location.

#### Benefits

- Reduced update administration
- Small client footprint because document updates are performed on the server
- All users have access to the same forms and setup information
- Simplifies backup because data is placed in a single-shared folder, only the network folder needs to be backed up
- See Local Area Network (LAN) Installation section for instructions

### Wide Area Network (WAN) Installation

The WAN type of installation is intended for data sharing in situations where client computers reside at different office locations.

There are two distinct methods of deploying your software into a WAN environment. The deployment method you choose should be determined primarily by your intended use of the software combined with the capacity of your network bandwidth to the remote office.

If you anticipate that your users will require only limited use of the program at your location across the WAN, it may be possible for you to install the program on their local drive, and then change the

client paths within the program to point to a network location for each type of data. This deployment method would be supported for users who require only limited use of the program and can tolerate any network bandwidth related complications, such as delays in saving and recalling transactions.

Alternately, if you anticipate that your users will require consistent and reliable use of the program at your locations across the WAN, the recommended and reliable deployment method would include Microsoft Terminal Services.

- See Wide Area Network (WAN) Installation and Terminal Server/Terminal Services Installation sections in this document.

### Benefits

- Simplifies backup because data is placed in a single-shared folder only the network folder needs to be backed up
- Works well in a peer-to-peer workgroup environment

### Benefits of Terminal Server/Terminal Services Environment

- Central administration – typically there is only one server installation and one client installation to update. Aside from a simplified update process, only one centralized data set is backed up or restored.
- Greatly reduces amount of bandwidth required to run the program over the WAN—only keystrokes, mouse clicks, and screen updates are transmitted over the wire.
- With the appropriate server hardware and corresponding configuration, Terminal Server implementations can result in better performance of the software, resulting in less down time and increased productivity.
- Virtually no client footprint except for components needed to gain access to the Terminal Server.

***Do not be alarmed when requested to restart your computer, this is necessary for appropriate system file placement. Users installing to a network server should be aware that restarting is required only if client installation is chosen. Therefore, plan the installation procedure and notify network users accordingly.***

# Local Computer (Stand-Alone Operation) Installation

This setup type installs all files on a local computer and configures your program to run on a single computer.

## Install Your Program Files on a Stand-Alone Computer

Follow these instructions to install your program on a stand-alone computer.

1. Quit all programs that may be open. We also recommend disabling any virus protection software that may be running (virus scanners can interfere with the installation process). The following steps assume that only Windows is running.
2. Insert the ARTA Lending compact disc into the CD-ROM drive.
3. From the **Start** menu, choose **Run**.
4. Select **Browse** to locate the CD-ROM drive. Double-click **Setup.exe** (example: D:\Setup.exe).
5. Click **OK** to run the Setup program.
6. Go to [Welcome to ARTA Lending](#) for instructions to complete the install.

### Important Permission Information

Users who will be accessing the ARTA Lending application must be assigned the appropriate rights.

Users must have Modify rights. These rights must be assigned to the following directories and their subdirectories:

C:\Program Files\BSIApps\ARTALending **OR** C:\ProgramData\BSIApps\ARTALending

C:\Program Files\Common Files\BSI Shared

C:\Program Files\Common Files\ARTA

# Local Area Network (LAN) Installation

- For Novell Networks, first install the program from a client computer to a mapped network drive and then run Client Setup at each workstation.
- For Windows 2003 and Windows 2008 Servers, we recommend running this update from the Server Console.
- The LAN type of installation is intended for situations where all workstations are at the same office location.

## Install the Program on a Network Drive

1. Make sure no users are in the program prior to installation.
2. Make sure that you have complete rights to the folder on the server where the program is being installed.

If installing to Windows 2003 or 2008 server, a share must be created on the server. It is recommended to create the share on the BSIAPPS folder, and give everyone (or a user group with network access) full control on the permissions on the sharing tab.

3. Verify that a common drive letter is mapped to the location where the program will be installed. It is recommended that the same drive letter be used on all clients.

If installing to a Windows 2003 or 2008 server, the drive should be mapped to the share created in step 2.

4. Close all programs that may be open. We also recommend disabling any virus protection software that may be running (virus scanners can interfere with the installation process). The following steps assume that only Windows is running.
5. Log on to the network where the program is to be installed or updated. Verify that you have **logged on** with administrative rights before starting the installation.

### Important Rights Information

Users who will be accessing the program must be assigned the appropriate rights. Windows users must have Modify rights. These rights must be assigned to the ARTALending directory and all of its subdirectories. On each computer the client is installed, these rights must also be assigned to the (drive:)\Program Files\Common Files\ARTA and BSI Shared and all of their subdirectories.

6. Insert the ARTA Lending compact disc into the CD-ROM drive.
7. From the **Start** menu, choose **Run**.
8. Select **Browse** to locate the CD-ROM drive. Double-click **Setup.exe** (example: D:\Setup.exe).

9. Click **OK** to run the Setup program.

For instructions to complete the installation on the server, refer to the section, [Welcome to ARTA Lending](#). For instructions on how to install the client setup on a workstation, refer to Client Installation instructions later in this document.

# Wide Area Network (WAN) Installation

The following instructions describe one method of installing the program in a Wide Area Network (WAN).

- First, install the program to a local drive.
- Second, create directories for each data type (e.g. Setup, Templates, and Loans) on the network.
- Third, change the client paths within the program to point to the network storage locations for each data type.

This configuration also works well in a peer-to-peer workgroup environment.

Another option for installing the program within a WAN environment involves Microsoft Terminal Services (see previous discussion of this at the beginning of this document). If you would like to receive information on the installation or update of this program in a Terminal Server/ Terminal Services environment, contact our technology team in SupportLine at 1-800-274-2711, ext. 124044. See also the Terminal Server/Terminal Services Installation section in this document.

## Install Your Program Files on a Local Drive

1. Make sure no users are in the program prior to installation.
2. Close all programs that may be open. We also recommend disabling any virus protection software that may be running (virus scanners can interfere with the installation process). The following steps assume that only Windows is running.
3. Log on as Administrator. You must have administrative rights before starting the installation.
4. Insert the ARTA Lending compact disc into the CD-ROM drive.
5. From the **Start** menu, choose **Run**.
6. Select **Browse** to locate the CD-ROM drive. Double-click Setup.exe (example: D:\Setup.exe).
7. Click **OK** to run the Setup program.
8. Advance to the [Welcome to ARTA Lending](#) section for instructions to complete the install.

**NOTE:** You will need to return to this page and review the items below when the install is complete.

9. Return to the **Create Custom Data Paths** section on a Network Drive, once the steps above have been completed.

WAN data sharing implementations may result in errors such as “Win32 Error 11” or file locking issues. If you encounter these types of issues with ARTA Lending, you will need to consider a Terminal Server implementation.

## For New Installations Only: Create Custom Data Paths on a Network Drive

After the installation is completed, create custom data paths to point to the network drive to share ARTA Lending data.

**NOTE:** If the location is different from the current program install location.

1. Navigate to the network drive letter where you want to share ARTA Lending data.
2. Create the following folders on the network drive. This only needs to be done once.

(To do so: from Explorer, choose **File, New** and then **Folder**):

ARTALending\Setup

ARTALending\Templates

ARTALending\Loans

ARTALending\Applications (if applicable)

ARTALending\Credit Bureau (if applicable)

ARTALending\HMDA(if applicable)

ARTALending\HMDA\HMDATransactions (if applicable)

### **Important**

Users who will be accessing ARTA Lending must also be assigned the appropriate rights to the above directories.

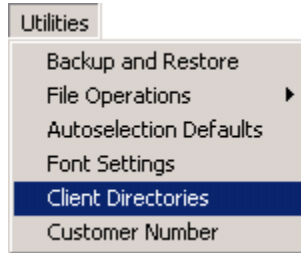
Windows users must have at least “Modify” rights.

Novell NetWare users must have rights for read, write, create, erase, modify, and file scan.

Users who will be accessing ARTA Lending must also have a network drive mapped to the above location.

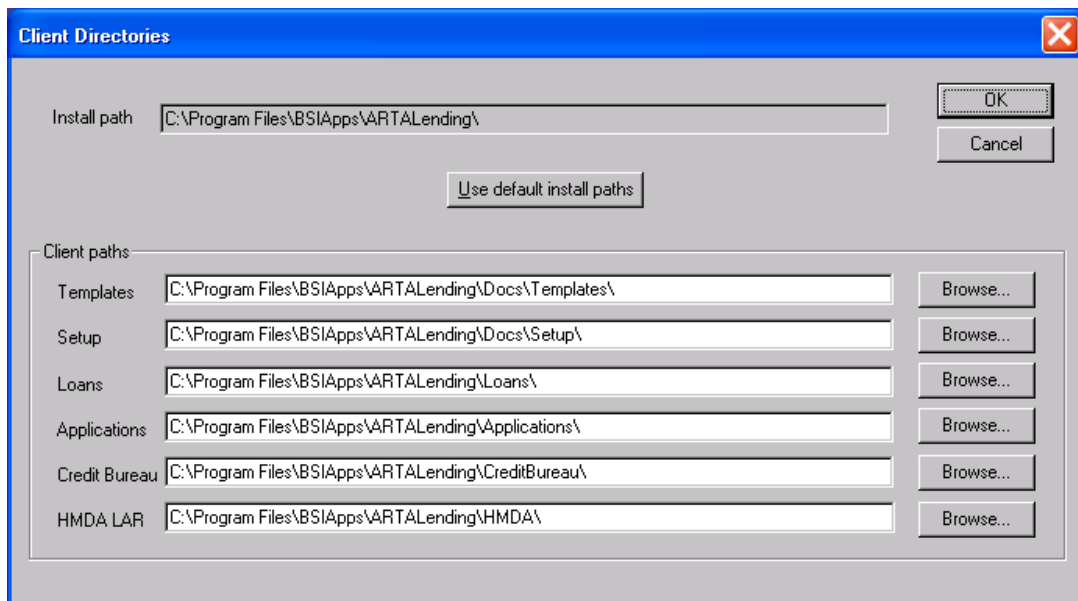
If the folder is placed on a Novell server, make sure to verify you have enabled long filename support. It is recommended that you install ARTALending using a folder name with eight (8) characters or less (for example: ARTALend).

3. On each client computer, you must start the program and change the data paths.
4. From the program Menu bar, select **Utilities**, then **Client Directories**.



ARTA Lending users need permission to Utilities to access Client Directories. For more information about security, refer to Chapter 3, Starting Setup, in the ARTA Lending User's Guide.

5. Using the browse button, browse to the drive letter containing the folders you created previously. When finished, click **OK**.



6. Repeat this process for each client computer. You will need to set the client paths on each client.

# Terminal Server/Terminal Services Installation

Read and follow the instructions in the appropriate following sections, based on your status as an ARTA Lending customer.

## Existing Customer

Place the terminal server in install mode.

If you are familiar with your current installation and know that ARTA Lending is installed locally on the Terminal Server, follow the Local Computer (Stand-Alone Operation) Installation instructions.

If you are familiar with your current installation and know that ARTA Lending is installed on a server and only the client is installed on the Terminal Server, follow the Client Installation instructions later in this document.

If you have policies that delete temporary files automatically and must do the install remotely, see the special instructions in the section Rerunning Client Setup on a Terminal Server.

## New User

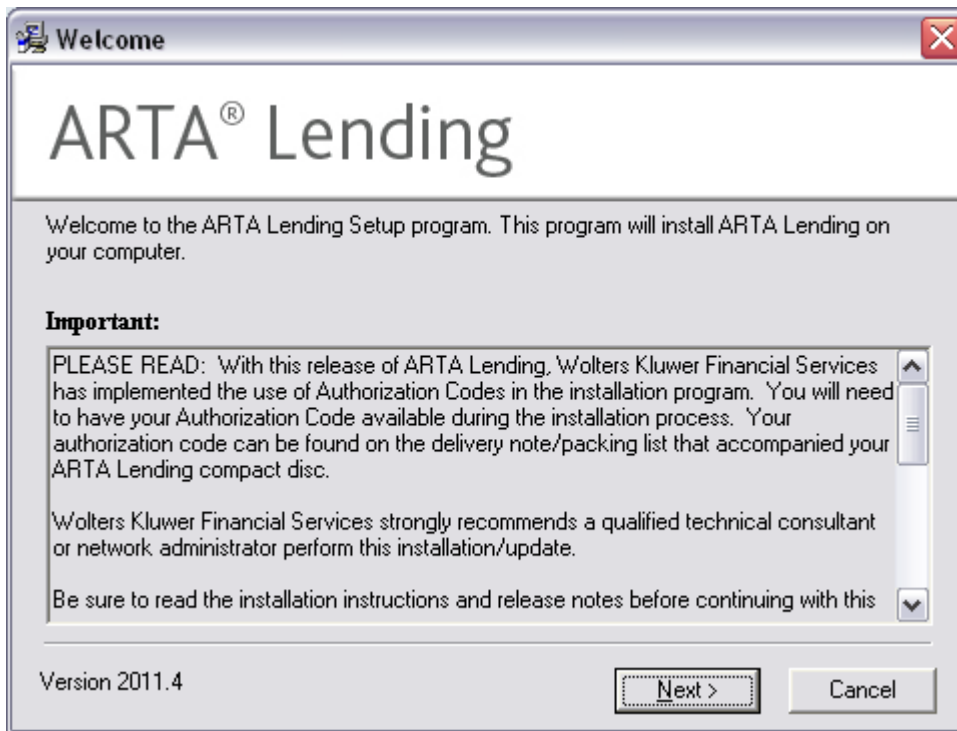
If you are a new user and wish to discuss your installation options in a Terminal Server Environment, contact our Technology Team on SupportLine at 1-800-274-2711, extension 123055.

# Installation Procedures

The Setup program automatically guides you through each of the installation steps and displays a series of windows, as follows.

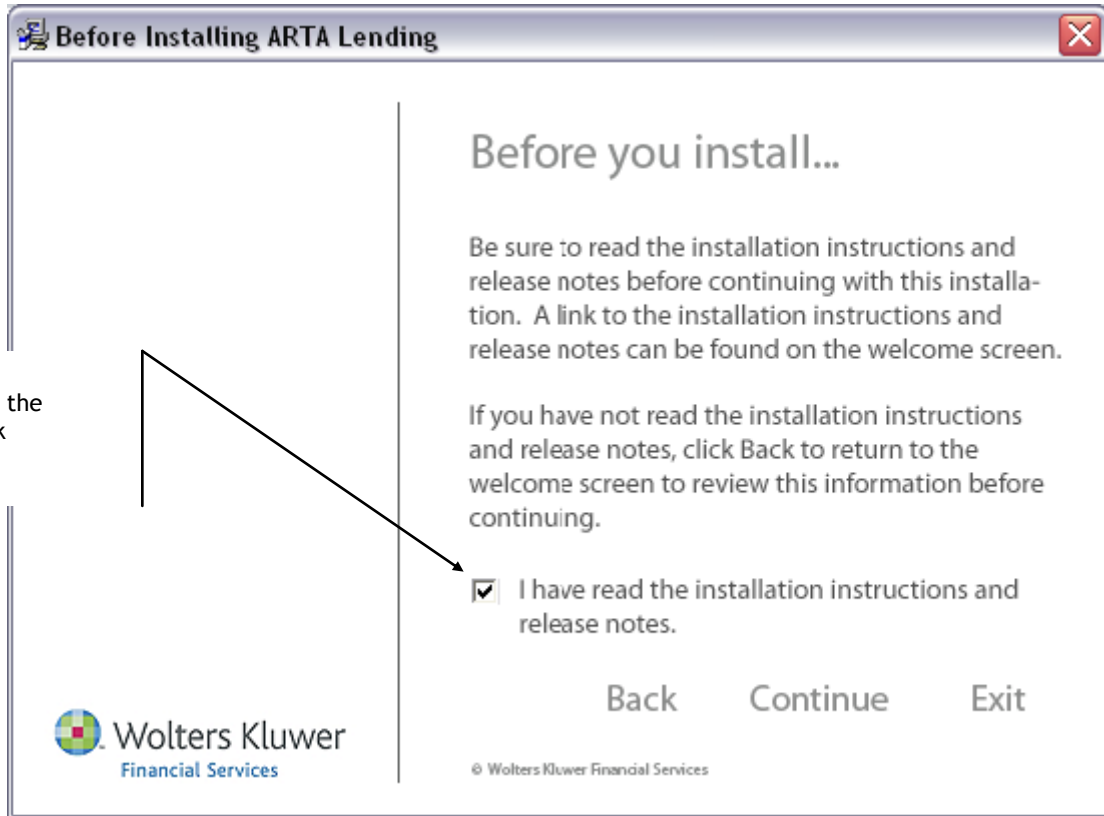
## Installation

### Welcome to ARTA Lending



## Before Installing ARTA Lending

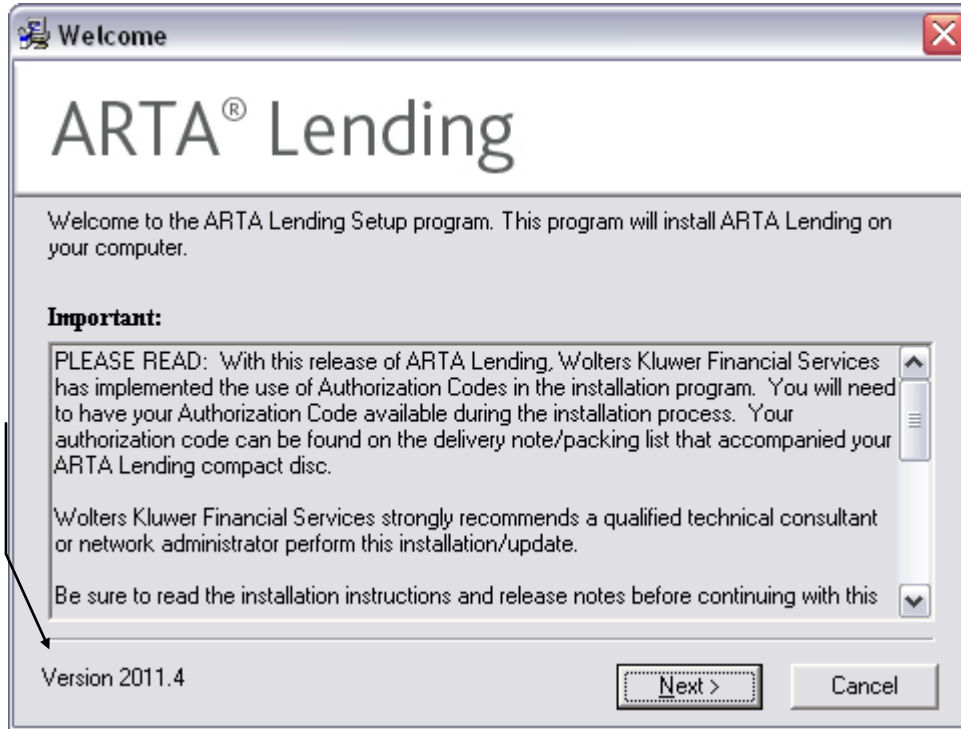
Read the following information, select the checkbox, and click **Continue**.



## Welcome

This screen initiates the install procedure.

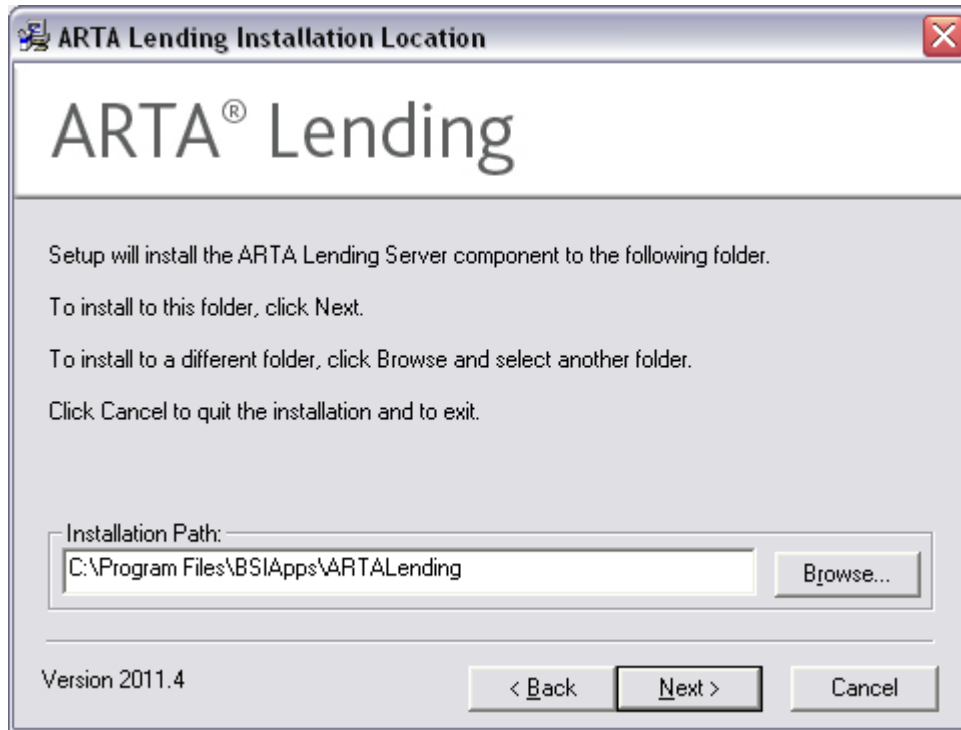
The program will show the current version number that you are installing.



After you have read the information, click **Next** to continue.

## ARTA Lending Installation Location

Please note that these illustrations are examples only. Your paths and screens may differ from those shown.



### Installation Path

- To accept the default installation location, click **Next**.
- To install to an alternate location, change the **Installation Path** to reflect the desired installation directory. Use the **Browse** button to find the location.
- Be sure to specify the *exact* location where the program files should be placed. If you are unsure of this, contact your institution's Network Administrator or Technical Consultant before continuing.
- The Setup program will check to determine whether ARTA Lending already exists in the selected installation path. If ARTA Lending does exist in that location, the program will determine if this is a compatible version.
- The Setup program will notify you if ARTA Lending is in use.
- The Setup program will also notify you if the drive you have selected does not have enough free disk space available to complete the setup.
- Click **Cancel** to quit the installation and exit.

## Authorization Code

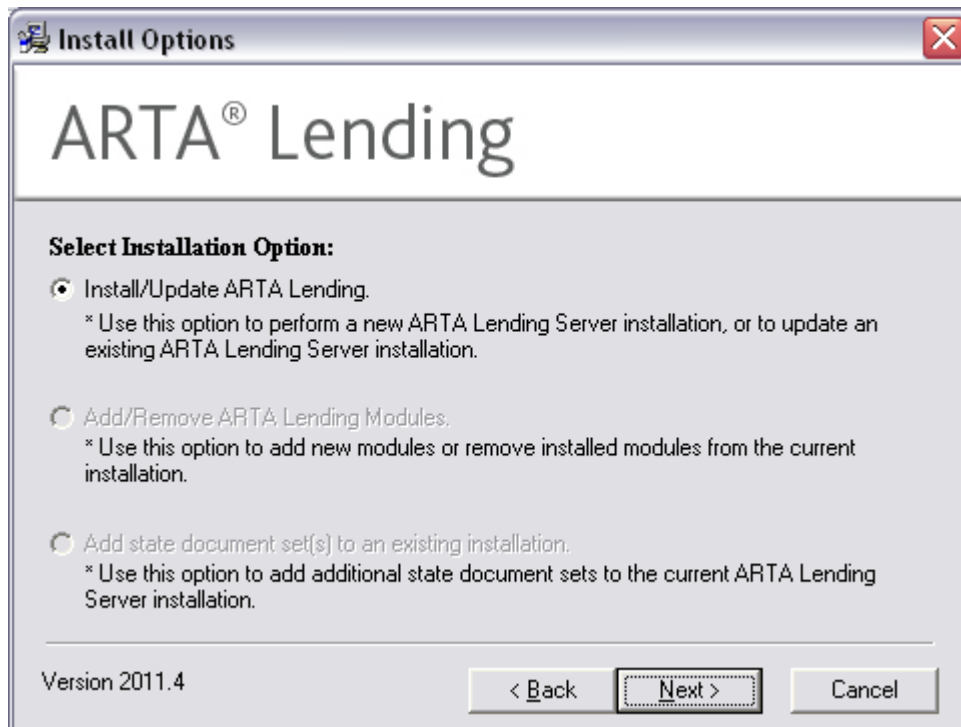
You are prompted for your authorization code for new installs or if you are installing ARTA Lending to a new location. You will not be prompted for your authorization code if you are updating an existing installation of ARTA Lending.



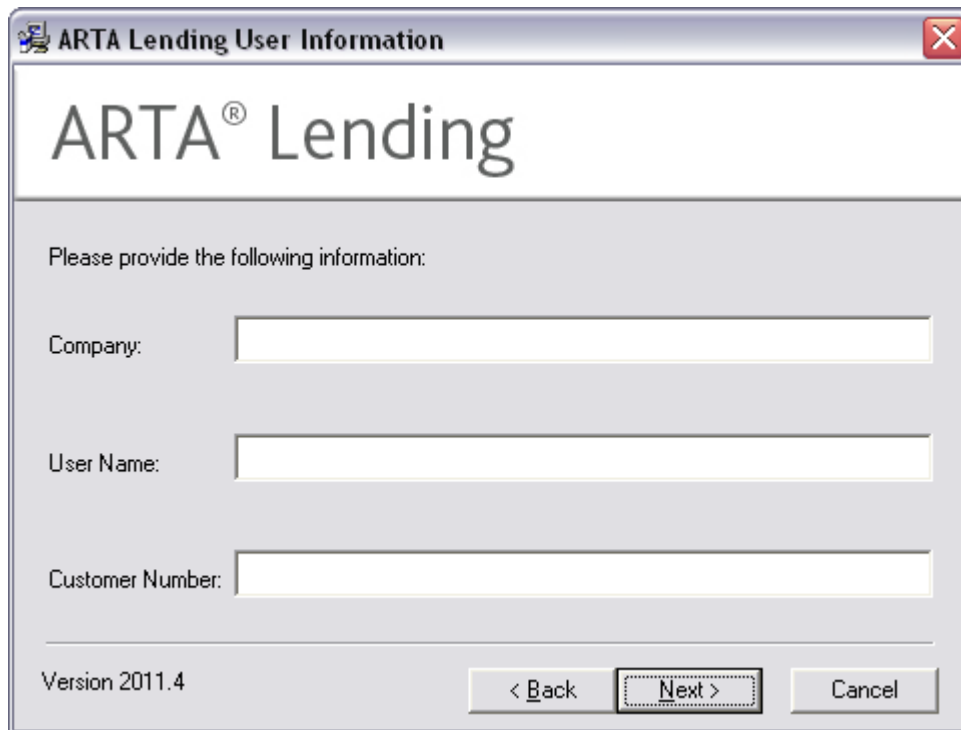
## Install Options

### Three Installation Options are Available

- **Install/Update ARTA Lending Option** – Select this option for new installations and updates, then click Next to continue installing program files.
- **Add/Remove ARTA Lending Modules Option** – Select this option to add or remove modules such as Credit Bureau Access Module or Automated Underwriting Module after a complete installation/update has occurred.
- **Add state document set(s) to an existing installation** – Select this option to add more state document sets after a complete installation/update has occurred.



## ARTA Lending User Information



The screenshot shows a Windows-style dialog box titled "ARTA Lending User Information". The main heading inside the dialog is "ARTA® Lending". Below the heading, it says "Please provide the following information:". There are three text input fields: "Company:", "User Name:", and "Customer Number:". At the bottom left, it says "Version 2011.4". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a dashed border.

After you have entered your user information, click **Next** to continue.

## State Document Selection

### New Installations

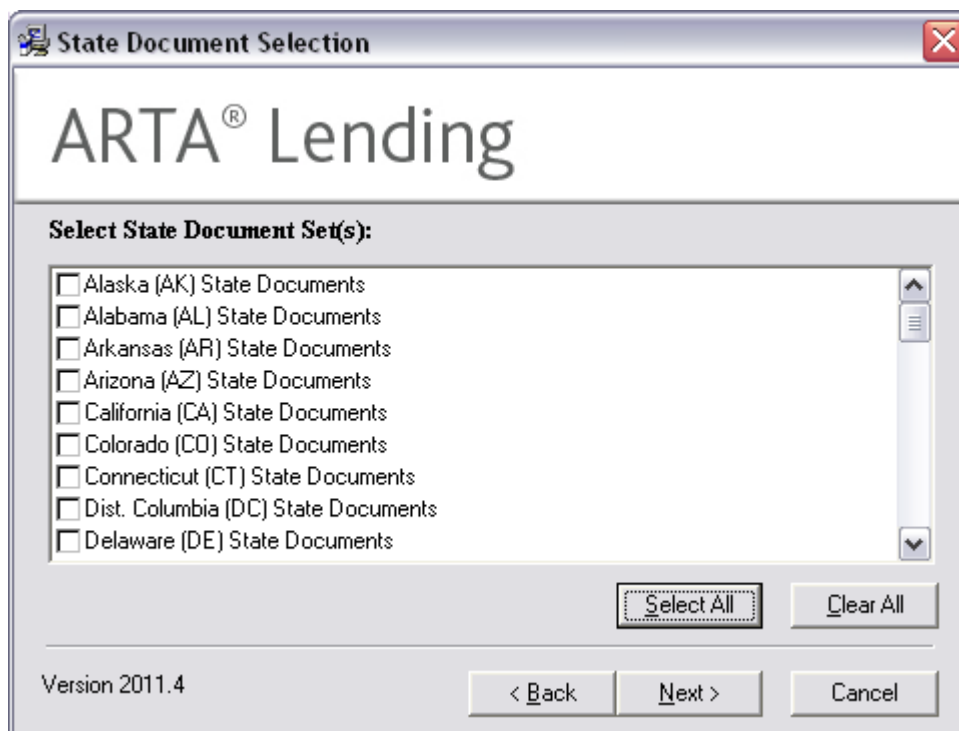
The *State Document Selection* screen appears for new installations. However, this screen does not appear in the following ARTA Lending new installations:

- ARM Early Disclosure
- Home Equity Early Disclosure
- ARM/HE Early Disclosure

### Updates

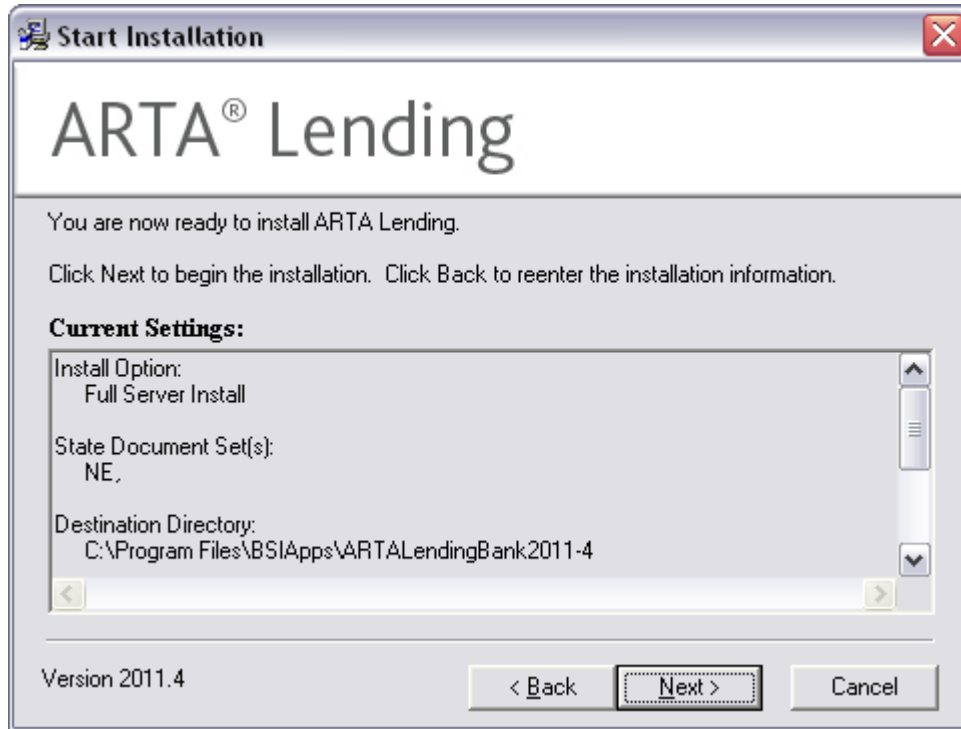
When updating an existing system, the program automatically recognizes previous state document set(s) selection without prompting the user to choose state document set(s). If additional state document set(s) need to be installed, do this after the update installation is finished.

**For New Installations: Select the State Document Set(s) you wish to install**



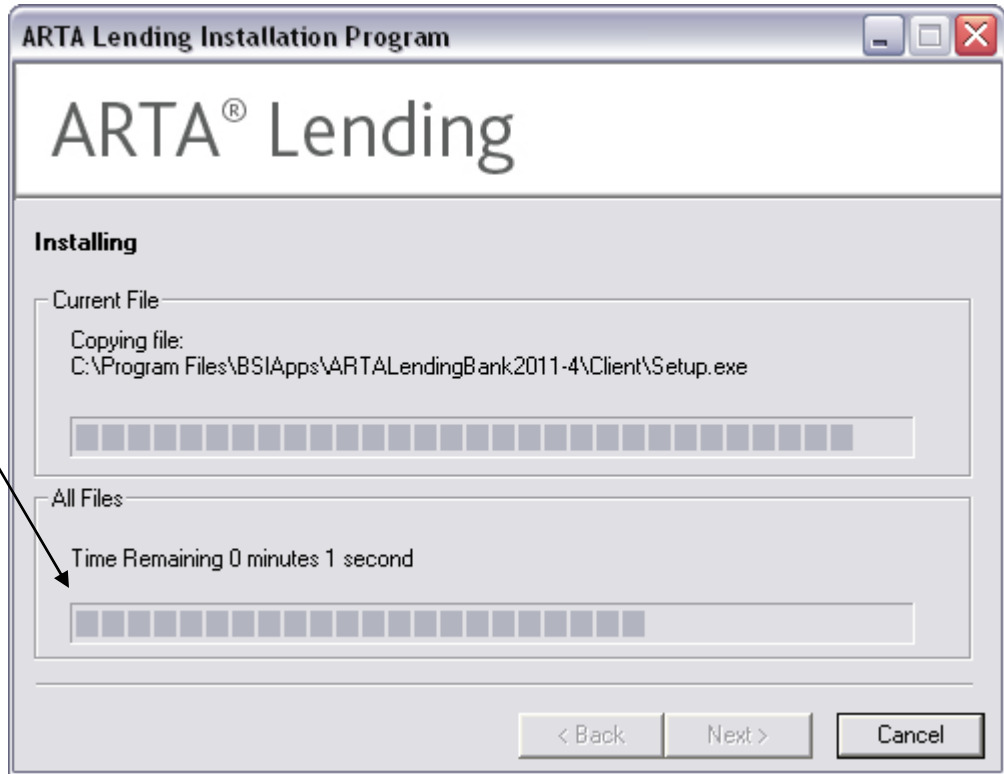
- Choose the State Document Set(s) you wish to install by clicking the check box next to the appropriate state(s).
- You must select at least one state to continue.
- Click **Next** to continue.
- After the selection of state documents, the installation checks for available disk space.

## Start Installation



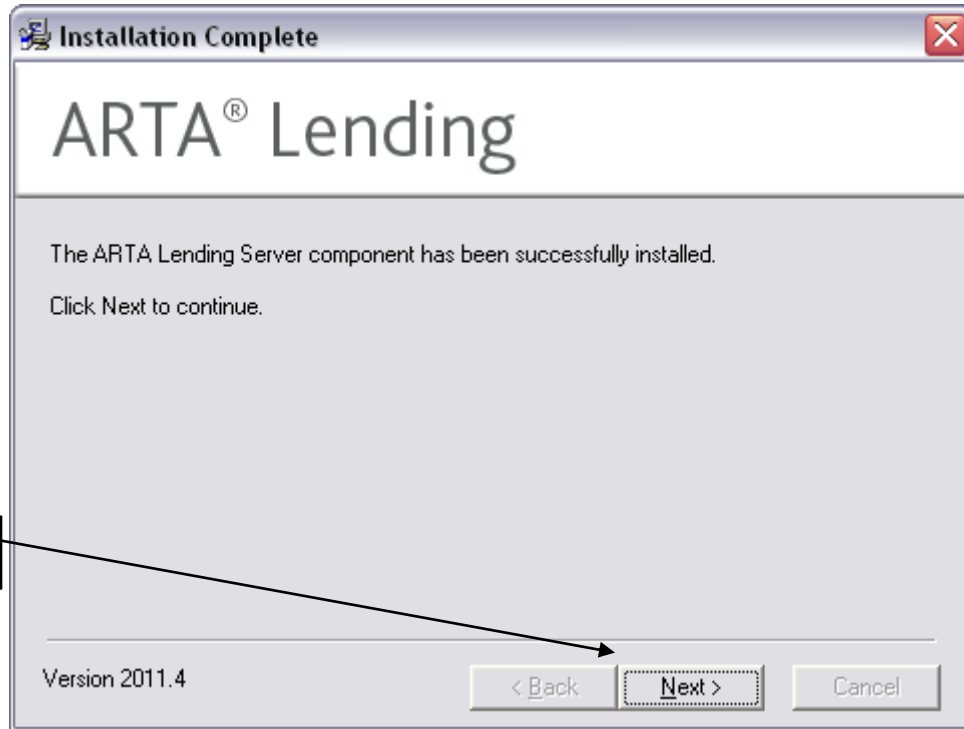
Check the current settings to verify that the information is correct and click **Next** to continue.

## Installing



The time remaining is not always accurate. If you are installing multiple jurisdictions, the “All files” progress bar may reset several times—this behavior is normal.

## Installation Complete



## Install Client

### Client Installation

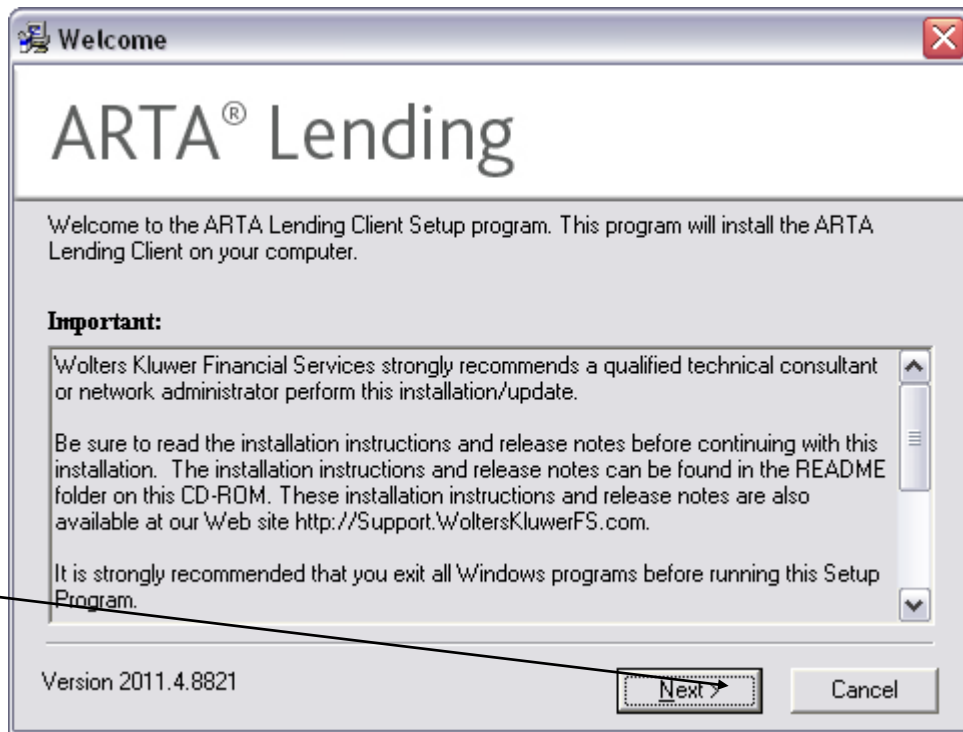


Carefully review the options, and then click **Install** to continue.

- For network installations: Client setup must be run manually at each workstation.
- From the workstation: Navigate to the installation location through Windows Explorer. Select the **Client** folder, and then click **setup.exe**.

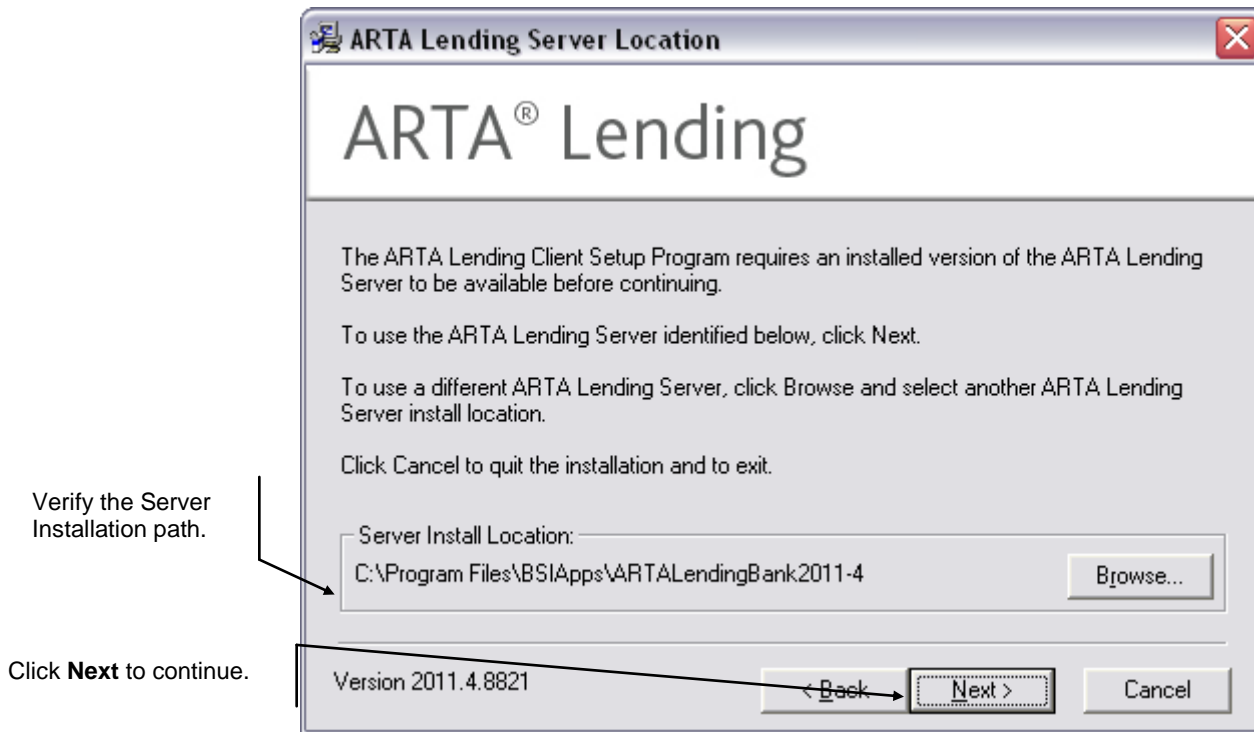
## Welcome

This screen initiates the client-side of the installation process.



Click **Next** to continue.

## ARTA Lending Server Location

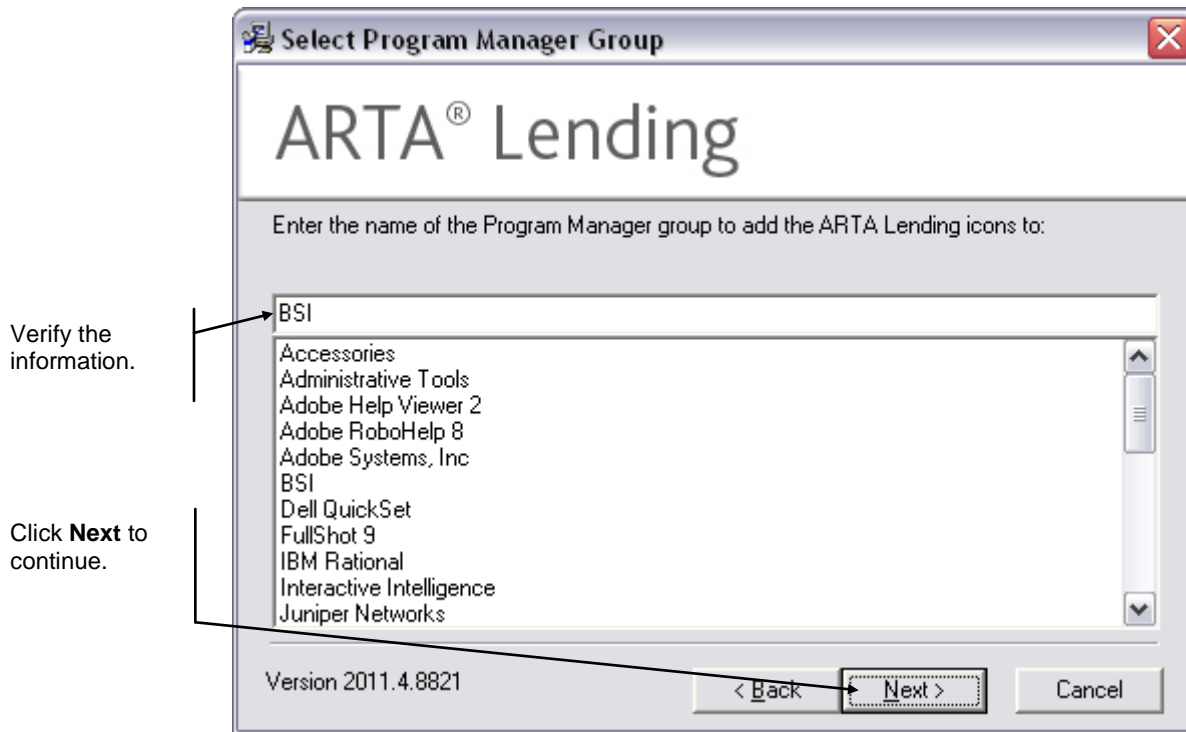


### Server Install Location

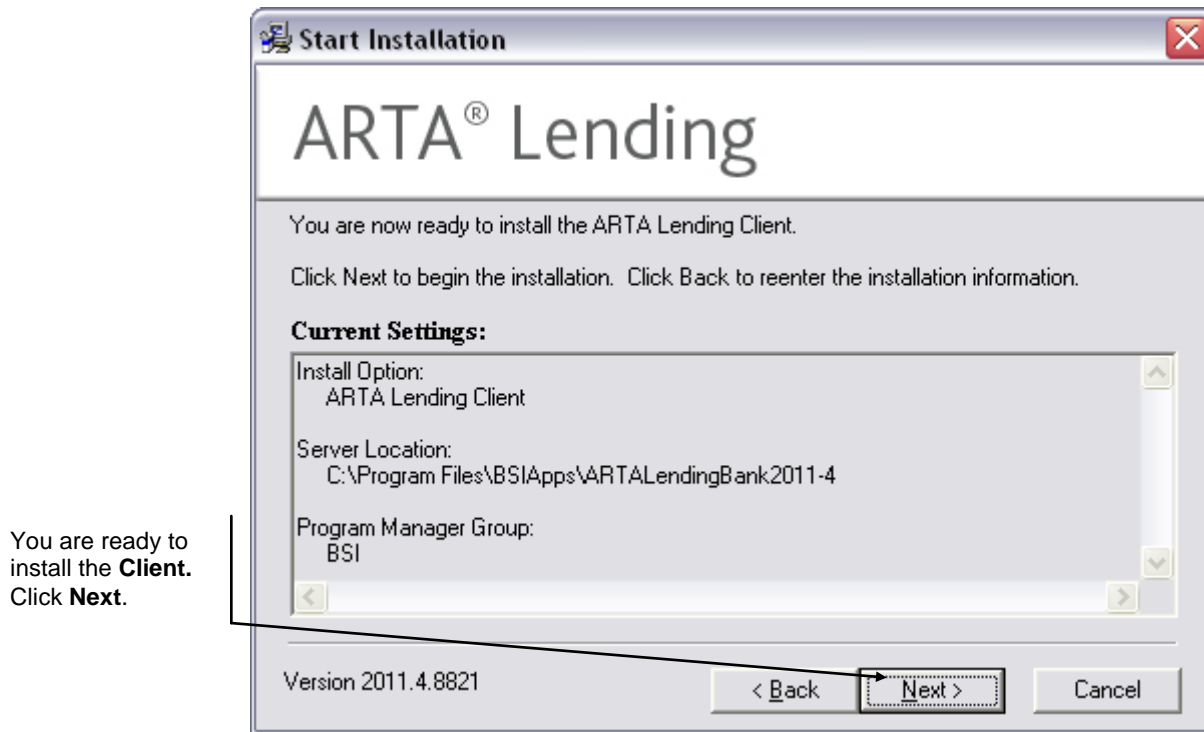
- To accept the default server installation location, click **Next**.
- To select an alternate server location, change the path to reflect the desired server directory. Use the **Browse** button to find the location.

Click **Cancel** to quit the installation and exit.

## Select Program Manager Group

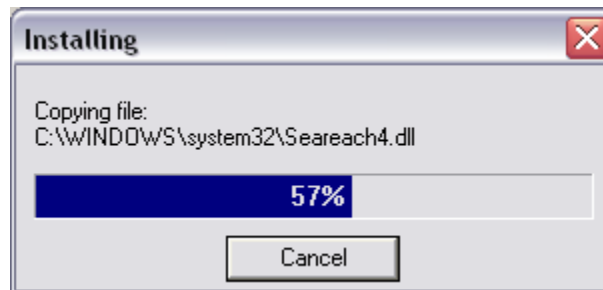


## Start Installation



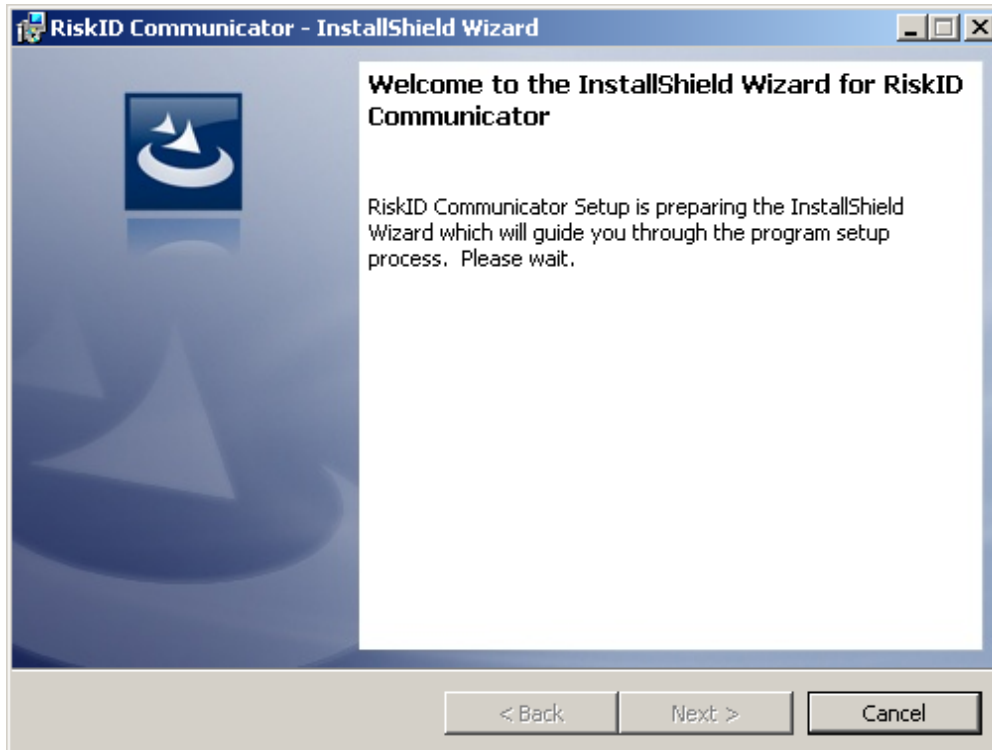
## Installing

At this point, the program will install the RiskID Communicator and complete the installation process

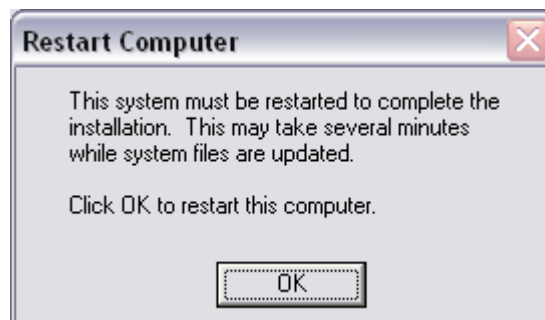


**NOTE TO REMBRANDT USERS:** Please see Document Services Main in the following section in this document, for information about installing the Document Services Main program.

## RiskID Installation



## Restart Computer

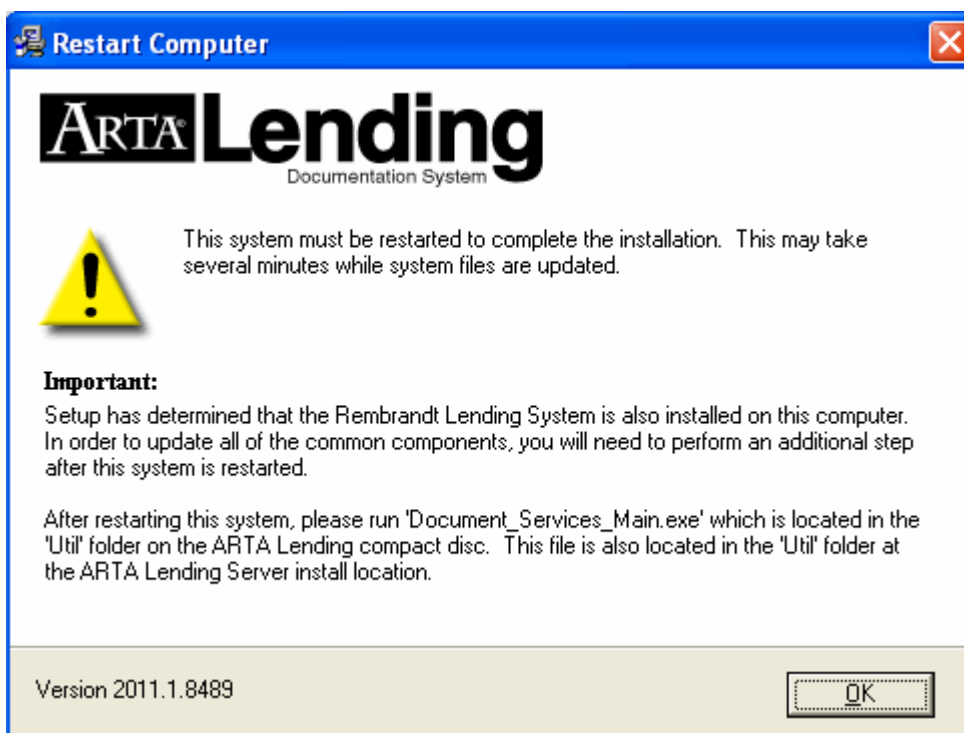


- You must restart the computer to complete the installation.
- Restarting your computer is necessary for appropriate system file placement.
- If needed please return to the section *Create Custom Data Paths on a Network Drive* to complete the custom data paths on the network drive.
- Write your install location and directory locations on the *Installation Directories Worksheet* provided later in this document. Please retain the document for future use.

## Document Services Main

If the ARTA Lending installation program detects the Rembrandt Lending System on the same computer during a client installation, the following message requiring you to run Document\_Services\_Main.exe will display. If you have at least Version 7.0 of the Rembrandt Lending System installed, you can skip this procedure. If you are running a version of the Rembrandt Lending System prior to 7.0, follow these instructions to install the updated Document Services.

**NOTE:** Wolters Kluwer Financial Services no longer supports the Rembrandt Lending System versions prior to Version 7.0. Updating to a newer version is recommended.



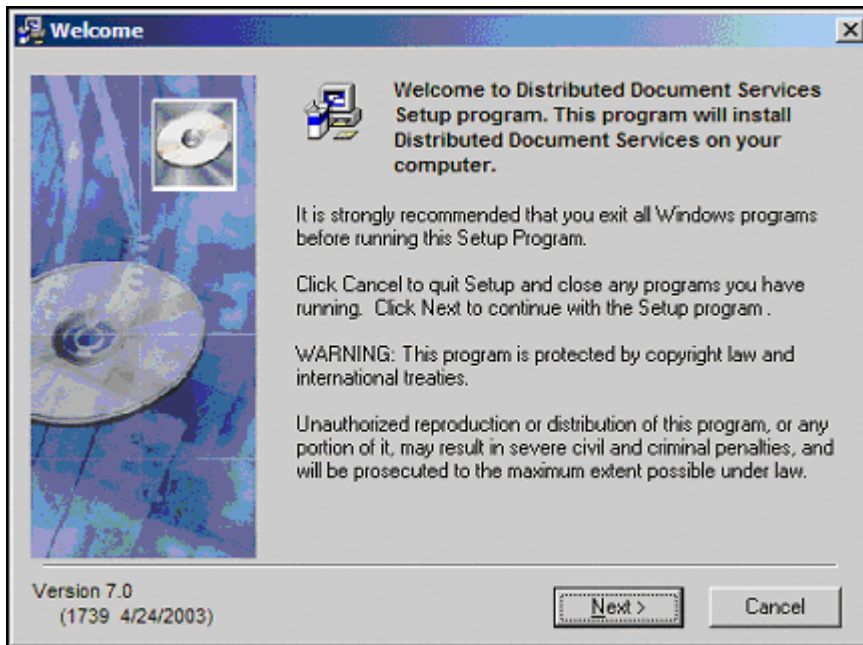
### To run Document\_Services\_Main.exe:

1. Complete the ARTA Lending installation according to this document.

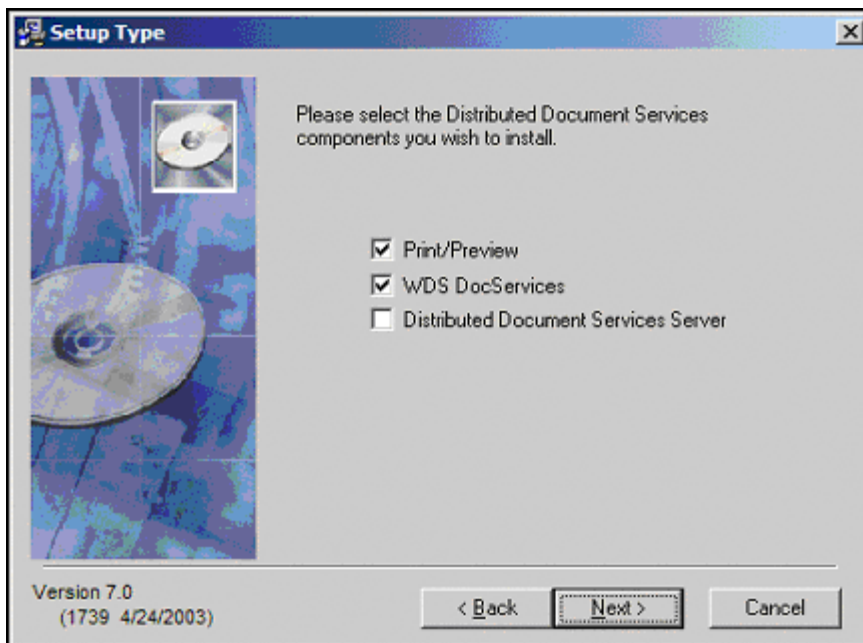
**NOTE:** If installing to a Citrix/Terminal Server, change the server to 'Install Mode' before continuing.

2. Select **Start, Run** from the Windows main menu.

3. Select **Browse** to locate the CD-ROM. Double-click to open the Util folder. The **Document\_Services\_Main.exe** program is located in the Util directory (For example, D:\Util\Document\_Services\_Main.exe).
4. Click **OK** to run the Document Services Main program. The *Welcome* screen will appear.



5. Click **Next** to continue. The following *Setup Type* window will appear.



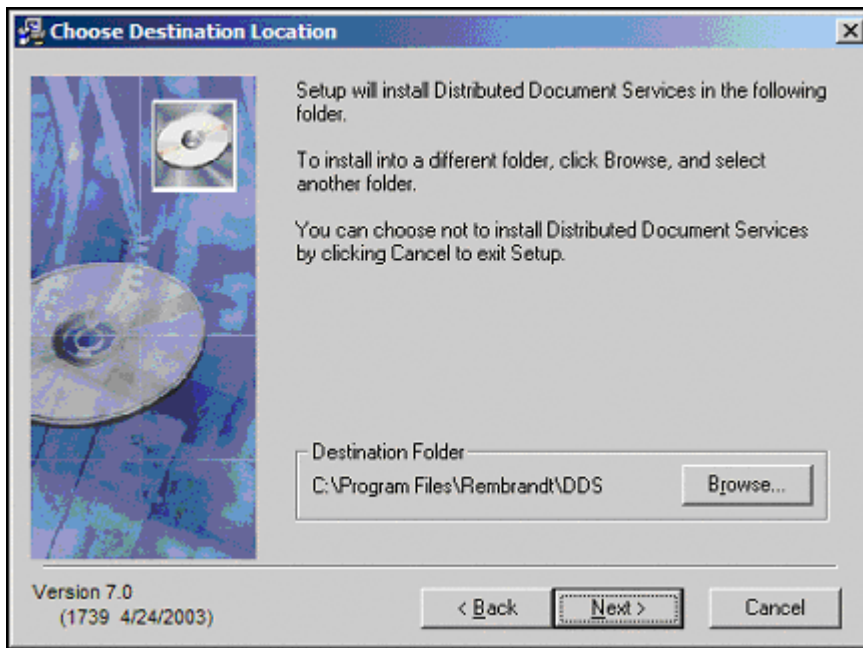
6. If the ARTA Lending client has been installed on the same computer with the Rembrandt Lending System client installed, the first two options (Print/Preview and WDS DocServices) default selected.

If the ARTA Lending client has been installed on the same computer as a server or stand-alone installation of the Rembrandt Lending System, all 3 options (Print/Preview, WDS DocServices, and Distributed Document Services Server) default selected.

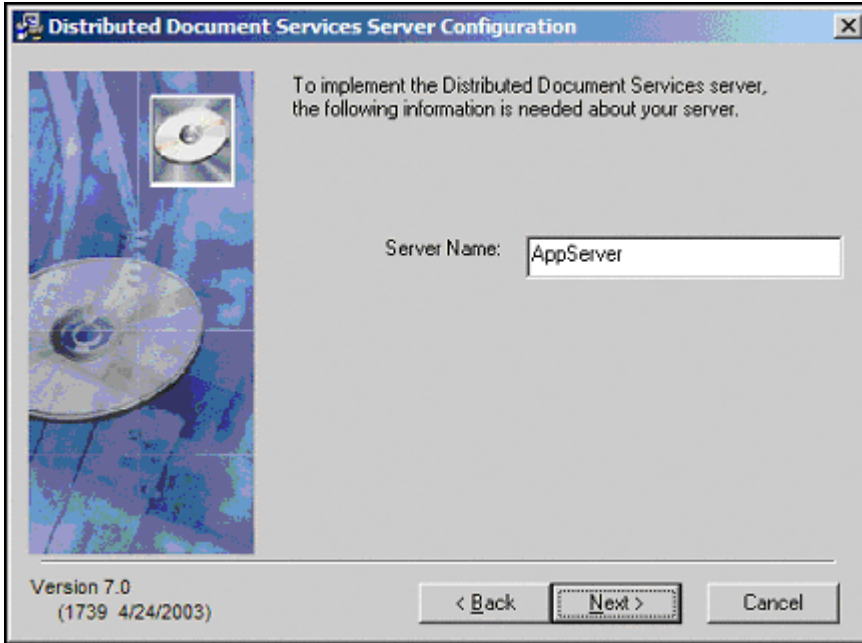
Leave the defaulted selections and click **Next** to continue.

7. If the ARTA Lending client has been installed on a computer with the Rembrandt Lending System client installed proceed to step 9.

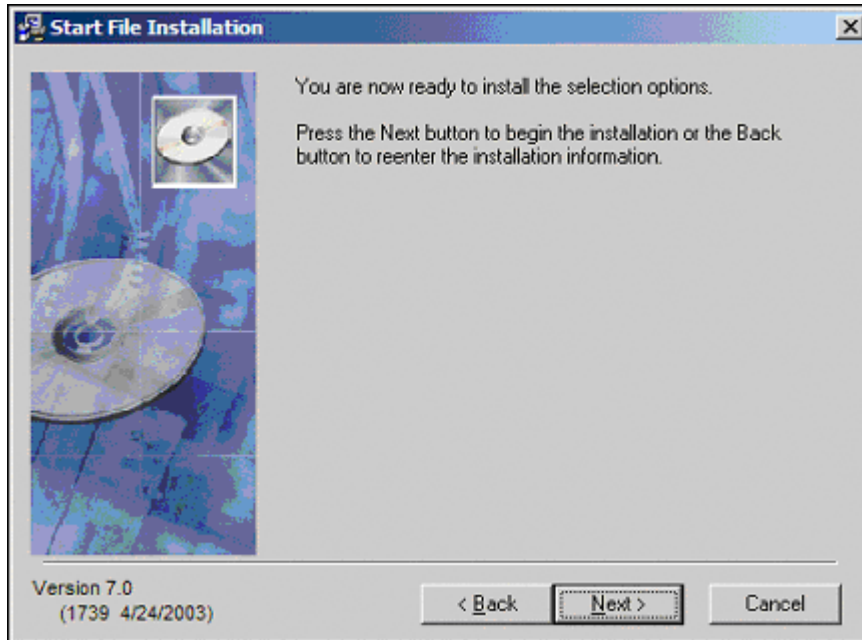
If the ARTA Lending client has been installed to a server or stand-alone installation of the Rembrandt Lending System, the following screen will display. We recommend you accept the default by clicking the **Next** button. However, you may designate a specific location by using the Browse option.



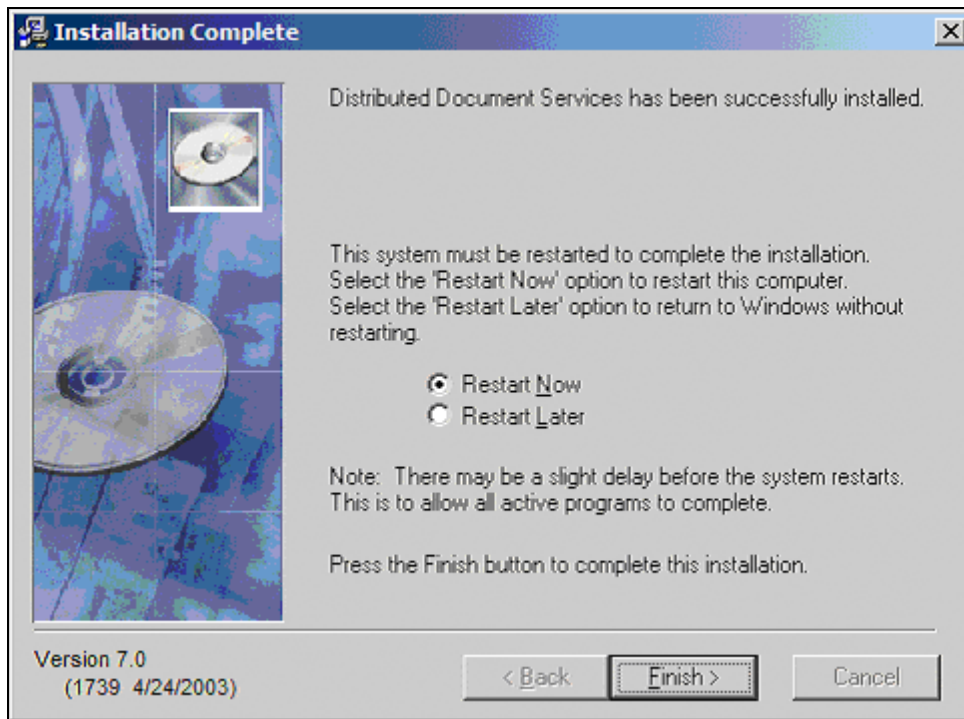
8. Verify the Rembrandt server/stand-alone name and click **Next**.



9. The *Start File Installation* screen (below) will appear. Click **Next** to begin the installation.



10. During the installation, a series of screens will appear. Upon receiving the *Installation Complete* screen (below) select **Restart Now** and click **Finish** to complete the installation.



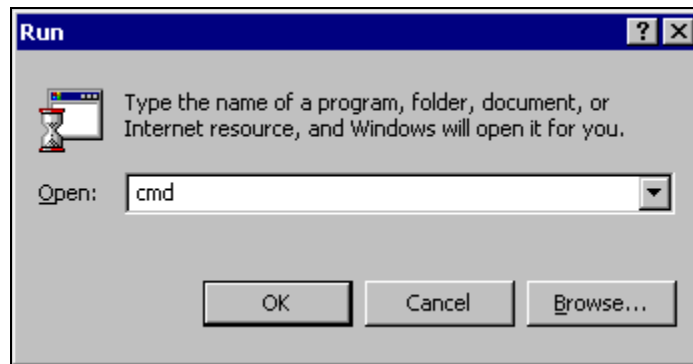
### Installation Complete

Click **Finish** to close the installation program.

## Rerunning Client Setup on a Terminal Server

To ensure the best chance of success of an installation on a Terminal Server, the install should be accomplished while sitting at the terminal server console logged in as administrator. If the install was unsuccessful because the computer was not in install mode, it may be necessary to rerun the client setup again. The following steps should facilitate a successful install.

1. Select **Start, Run** then type `cmd`. Click **OK**.

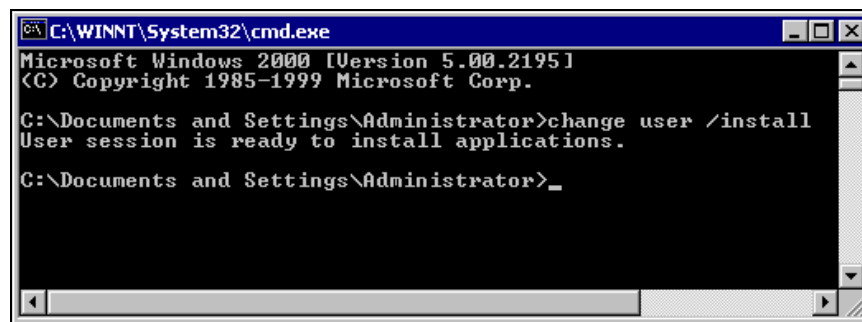


**NOTE:** On a Windows 2008 Terminal Server, perform the following:

Click **Start/All Programs/Accessories**.

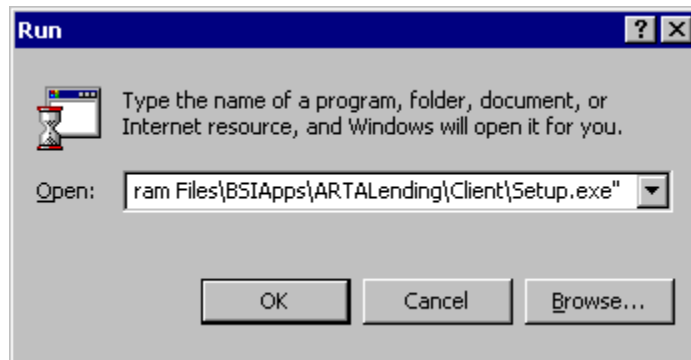
Right-click **Command Prompt**; select **Run as Administrator**.

2. At the command prompt, enter “CHANGE USER /INSTALL.”

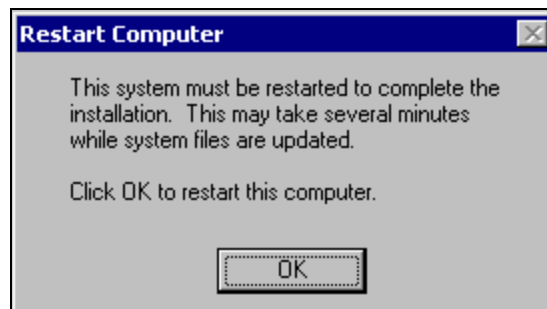


3. When you get the message that the “User session is ready to install applications.” you may close the `cmd.exe` window.

4. Browse to your ARTALending\Client folder and double-click the **setup.exe** to run the client setup.



5. Click **OK**. Click **Next** on the installation screens until you reach the *Restart Computer* screen.



6. Click **OK** to restart the computer.

**NOTE:** On a standard client setup, skip steps 1-3.

# Installation Directories Worksheet

Use this table to make a note of where the ARTA Lending program is installed, as well as other important information.

- If you call Wolters Kluwer Financial Services for technical support, we often will ask where the program is located on your network for troubleshooting purposes.
- Please have this information available before contacting Wolters Kluwer Financial Services technical support.


<b>ARTA Lending Program Directory</b> →	i.e.: <a href="#">C:\Program Files\BSIApps\ARTALending</a> Or <a href="#">\\ServerName\BSIApps\ARTALending</a>
<b>Loans</b> - If you've changed the location in Client Directories, note it here →	
<b>Setup</b> - If you've changed the location in Client Directories, note it here →	
<b>Templates</b> - If you've changed the location in Client Directories, note it here →	
<b>Applications</b> - If you've changed the location in Client Directories, note it here →	
<b>Credit Bureau</b> - If you've changed the location in Client Directories, note it here →	
<b>Credit Bureau</b> - If you've changed the location in Client Directories, note it here →	
<b>HMDA</b> - If you've changed the location in Client Directories, note it here →	
Terminal Server Computer Name →	
Application Server Computer Name →	

# Installation of Module Additions

Over time it may become necessary to add more functionality to an existing ARTA Lending installation. Modules are available from Wolters Kluwer Financial Services, Inc. to extend the core functionality of ARTA Lending. The modules available include:

- **Credit Bureau** - Request information from your credit bureau from within ARTA Lending. Obtain credit report and credit score information directly, making your loan origination process that much more efficient.
- **Application** - Transfer a loan application to Loan Decision or data to ARTA Lending for loan origination. Also presents loan terms and payments.
- **Automated Underwriting** - Evaluate risks associated with loan applications. Evaluate credit applications based on your institutions policies and guidelines.

A single module or combination of modules can be installed in a single installation event. This chapter contains instructions for installing one or more modules into an existing ARTA Lending installation.

**NOTE:** These instructions do not include the addition of *Flood Wiz*. To add *Flood Wiz* to ARTA Lending, click the *Flood Wiz* icon  in the toolbar and follow the on-screen instructions or obtain further information by visiting our Support Web site at <http://support.wolterskluwerfs.com>. You will need an Internet connection to complete the *Flood Wiz* registration process.

## Prior to Installation

Before beginning module installation, you need to have certain materials on hand:

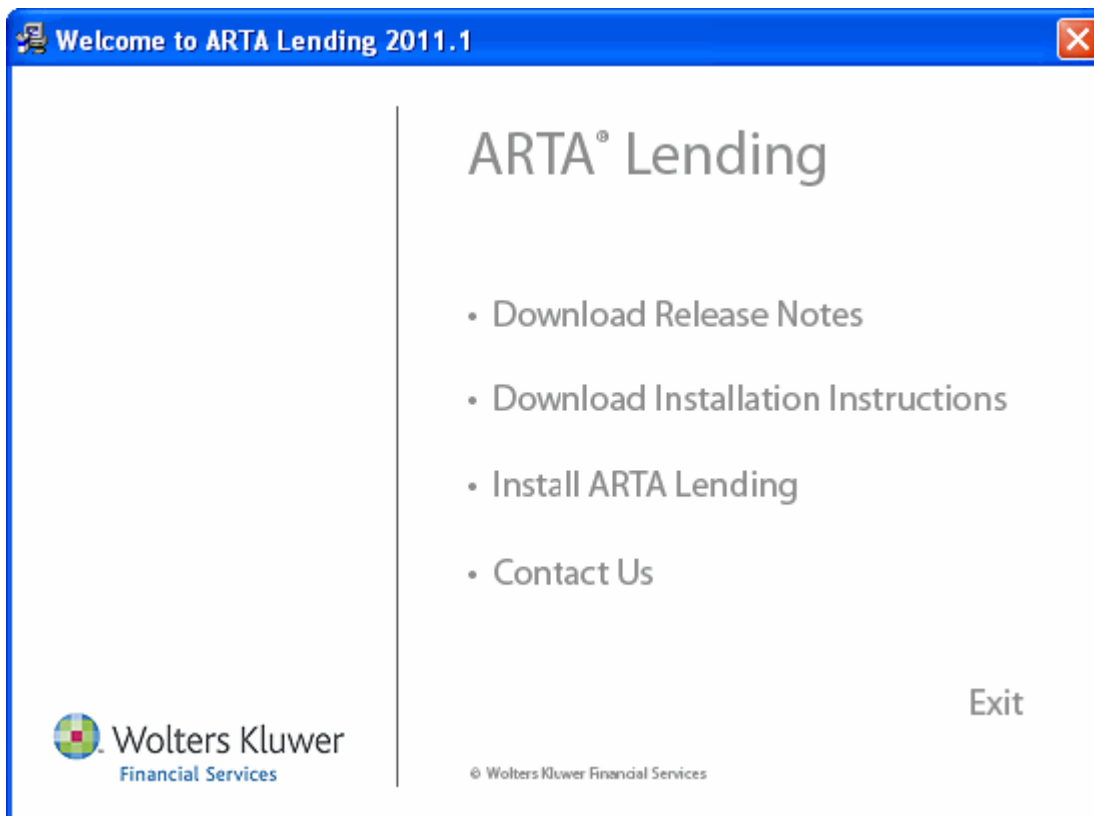
- **Your Authorization Code** - You should have received a new authorization code during your module purchase. This new authorization code will be different than the authorization code that came with the original ARTA Lending application.
- **The current ARTA Lending CD** - Module installation begins with the setup.exe file on this CD.
- **The Release Notes** - These can be found on the CD or the Banker's Systems support web site. Review these for any information regarding installation or the module or modules you will be installing.

**TIP:** It's always a good idea to back your data up before beginning the installation of any software.

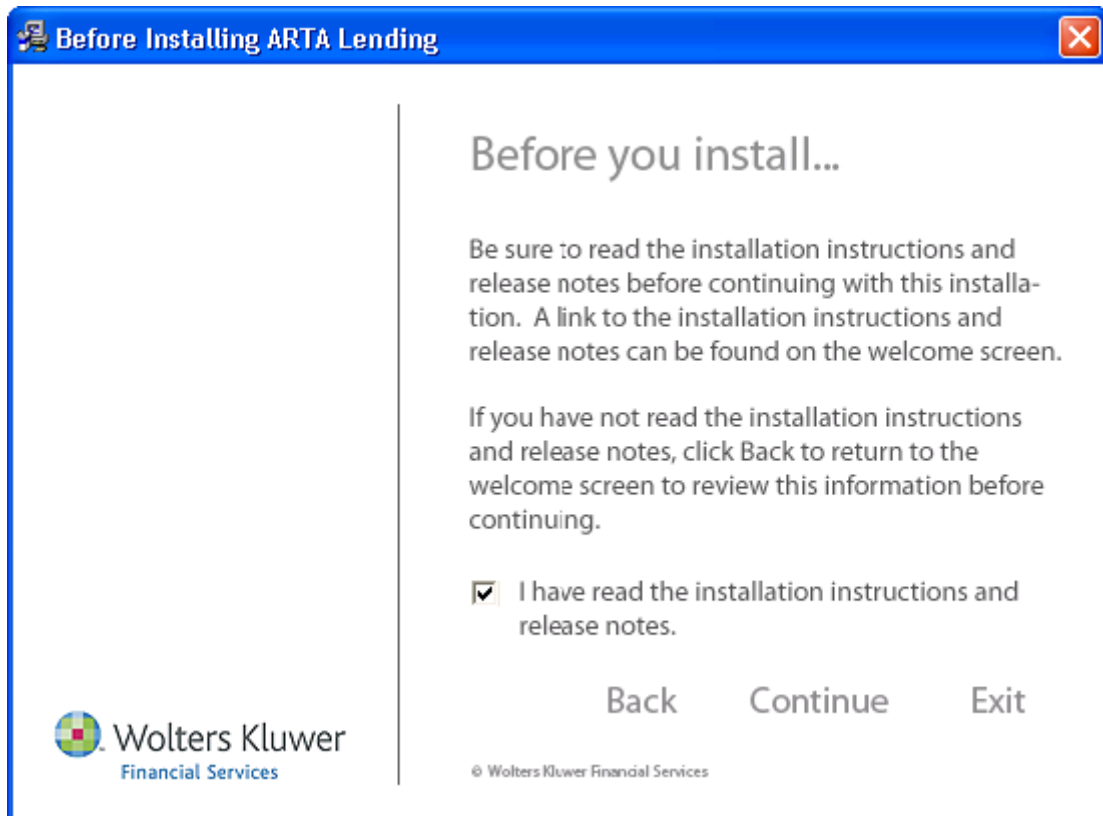
## Installing Modules

Installing modules is very similar to installing the primary ARTA Lending program. You may review other chapters in this manual that are relevant to the ARTA Lending installation on your hardware but the instructions below are complete and stand alone. To install one or more modules:

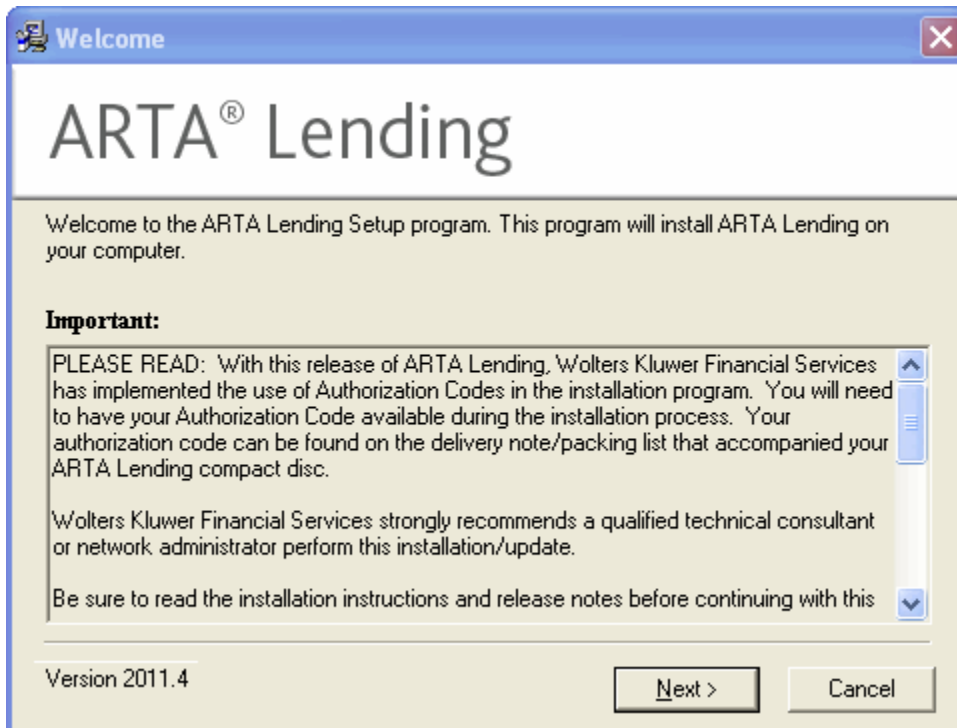
1. Insert the ARTA Lending CD into the CD-ROM drive. If the screen below does not appear as part of auto run, double-click the **setup.exe** file in the root of the CD from Windows Explorer. Click **Install ARTA Lending**.



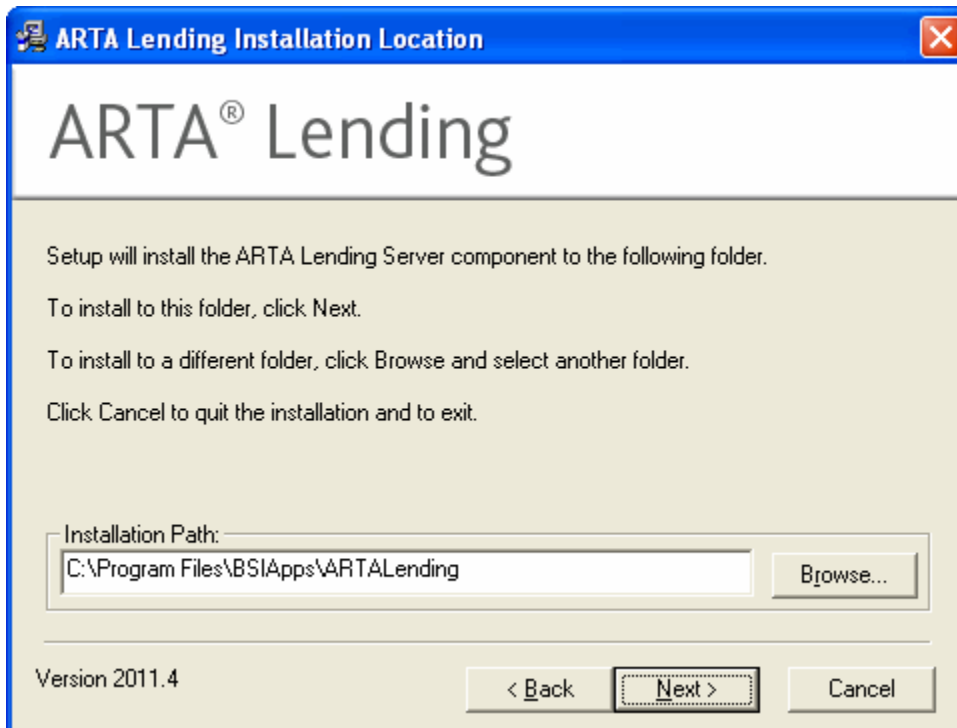
2. Select the **I have read the installation instructions and release notes** check box and click **Continue**.



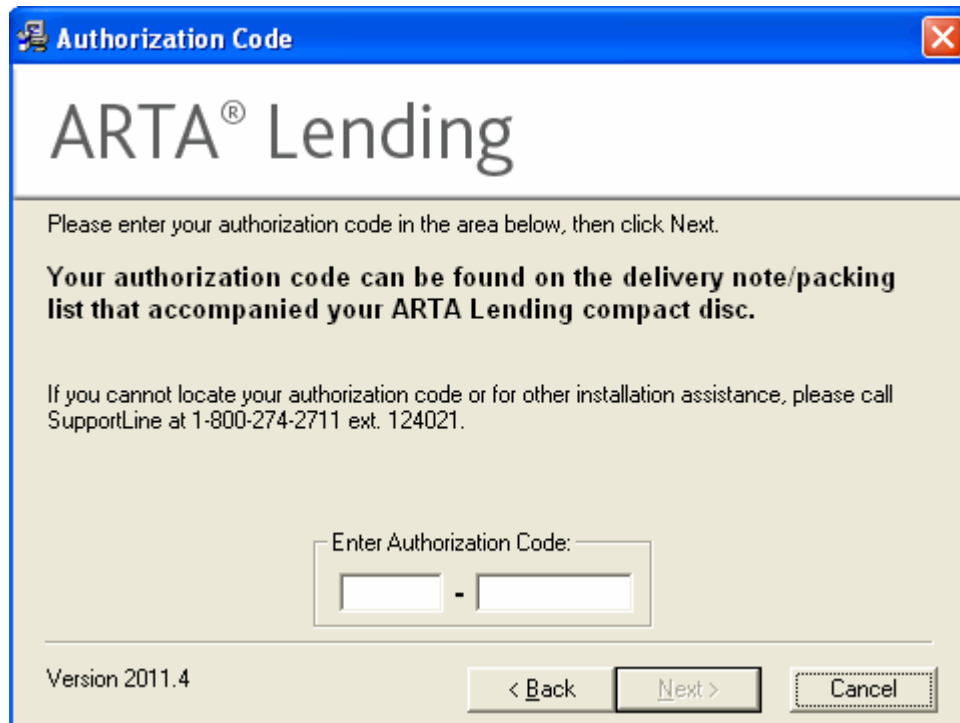
3. Click **Next**.



4. Choose the **Add/Remove ARTA Lending Modules** option and click **Next**.



5. Enter the new Authorization Code you received during module purchase. You cannot proceed without entering a valid code. Click **Next>** after entering your code.



The screenshot shows a dialog box titled "Authorization Code" for "ARTA® Lending". The dialog box has a blue title bar with a close button in the top right corner. The main content area is light beige and contains the following text:

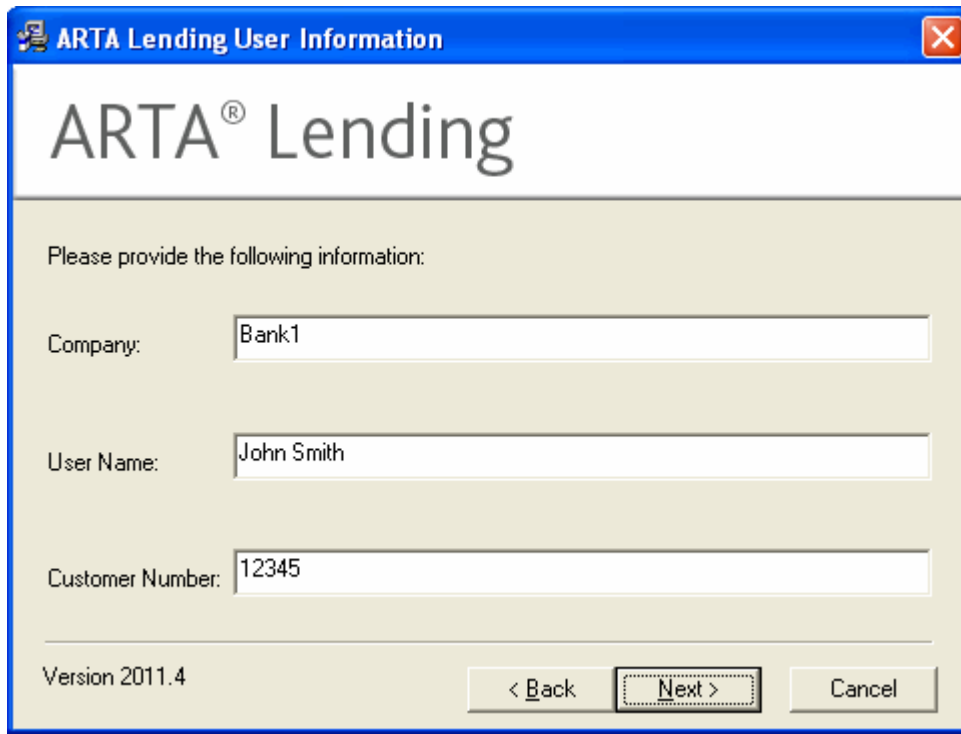
Please enter your authorization code in the area below, then click Next.

**Your authorization code can be found on the delivery note/packing list that accompanied your ARTA Lending compact disc.**

If you cannot locate your authorization code or for other installation assistance, please call SupportLine at 1-800-274-2711 ext. 124021.

Below the text is a label "Enter Authorization Code:" followed by a form with two input fields separated by a hyphen. At the bottom left, it says "Version 2011.4". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

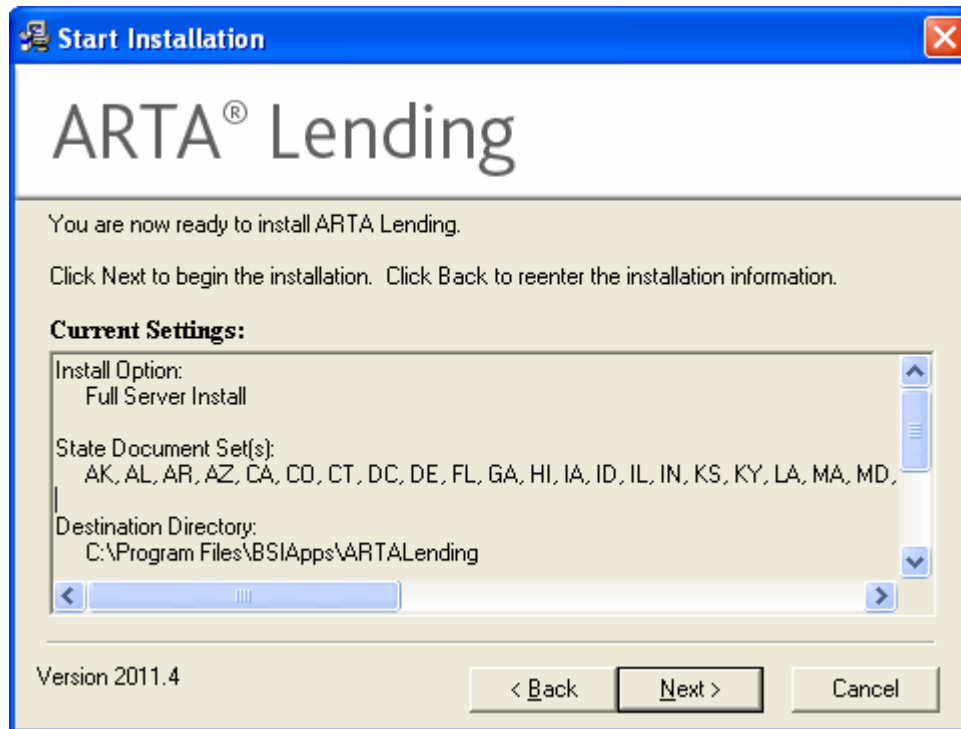
6. This box will populate with the name of your organization, your name, and your customer number. Note that your customer number is not changed by module installation. Click **Next>**.



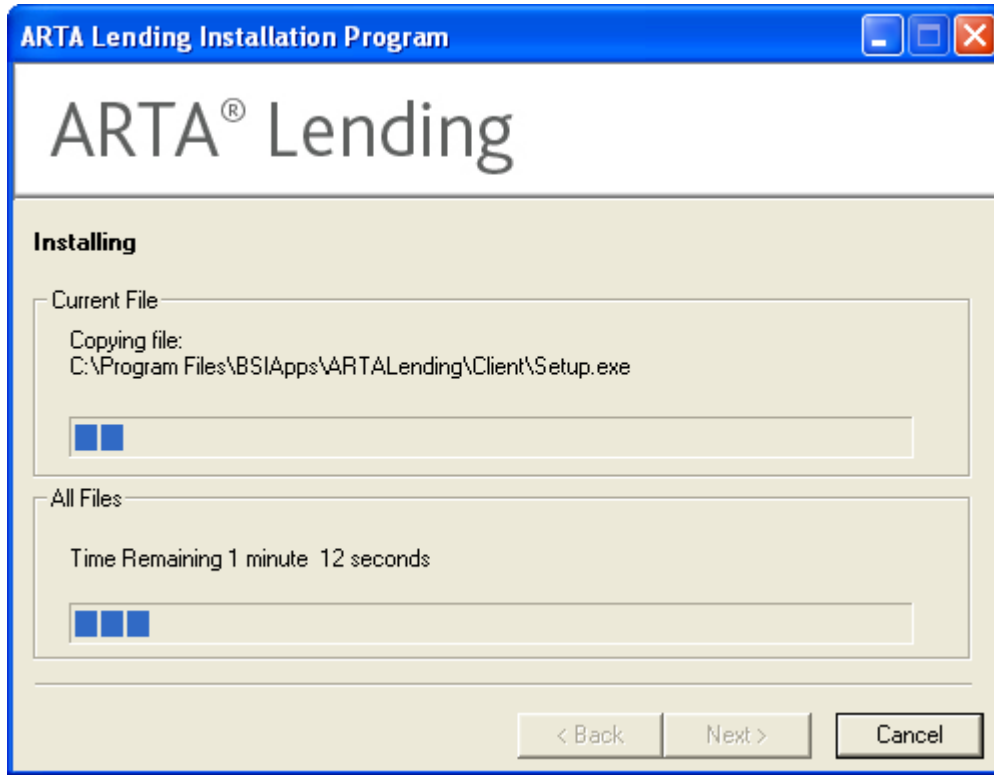
The screenshot shows a Windows-style dialog box titled "ARTA Lending User Information". The main heading is "ARTA® Lending". Below the heading, it says "Please provide the following information:". There are three text input fields: "Company:" with the value "Bank1", "User Name:" with the value "John Smith", and "Customer Number:" with the value "12345". At the bottom left, it says "Version 2011.4". At the bottom right, there are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Cancel".

7. Review the installation settings you have selected so far. If you need to change anything, click the <Back button. If you are satisfied, click **Next>**.

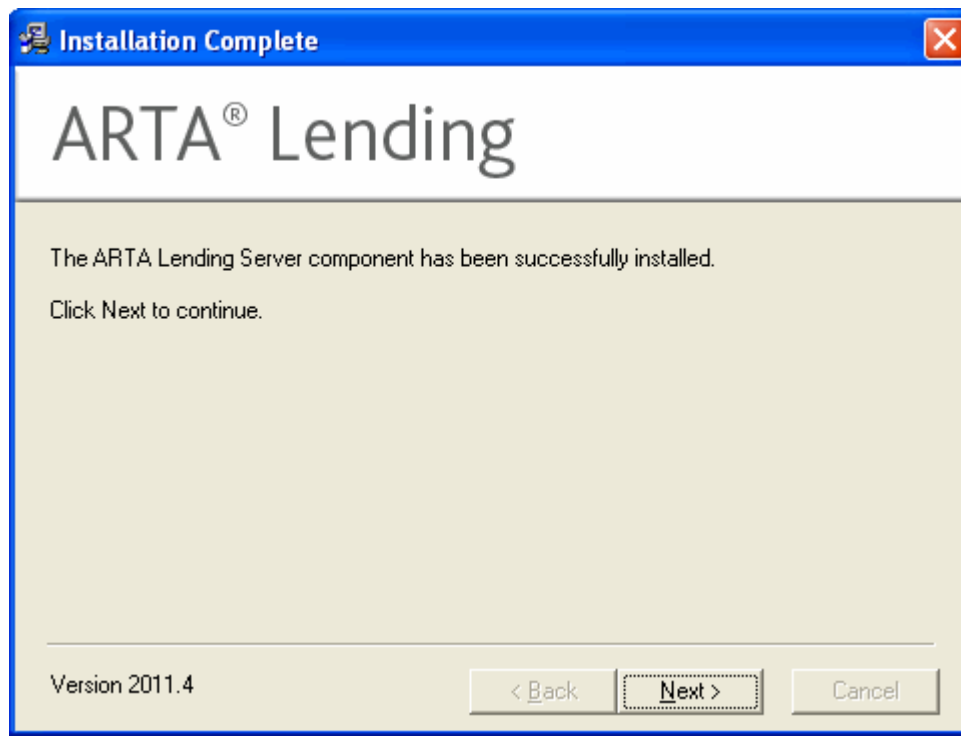
**NOTE:** You do not have the option to change the install directory during module installation. Since the module is dependent upon the core ARTA Lending file set, it must be installed to the same location as ARTA Lending.



8. ARTA Lending will begin installation. This may take several minutes. Progress is updated as shown below.



9. When installation is complete, the *Installation Complete* screen appears. Click **Finish>** to complete installation. Rebooting will not be necessary after installation.



## Post Module Install

Start up ARTA Lending and log on. The Main Navigator will be different, with new choices reflecting the modules installed. Note that the install will not affect any of the setup information entered prior to module installation. However, you will need to review your setup parameters since the new module functionality requires set up. This is especially critical for permissions. Outside of users in the supervisor group, no one can access the new modules without the proper permissions. Refer to the Module Guides for information on the setup parameters and use of your newly installed modules.

# After Installation is Complete

## After the installation is completed, make backup copies

A full backup should be performed *after* the initial installation and setup configuration as well as *after* each update you receive.

Backup and Restore utilities are located in the program on the menu bar under the Utilities drop-down menu. Continue with the following:

### Plan Data Backups

Before you use ARTA Lending, plan your data backup and system maintenance strategies. If your computer system is equipped with backup and archiving utilities, you will need to understand these systems for proper setup with the program.

We recommend you set up a frequent, routine data backup program to make sure your ARTA Lending data files are always protected.

### Read and review supporting documentation

We realize that you are anxious to start using your new program, but we strongly recommend that you take the time to read and review all supporting documentation shipped with your release in order to use the program effectively.

### Prepare for Setup

Security setup must be completed for a new install or should be reviewed for an update immediately after installation for users to access the program. For more information, refer to Chapter 3, Starting Setup, in the ARTA Lending User's Guide.

Before setting up ARTA Lending in your institution, gather information you need for your institution(s) and for your users to fully integrate the program into your operations.

### Install Credit Insurance Documents

After the installation is completed, you may install any credit insurance documents. Refer to the *Installing Credit Insurance Forms* documentation that accompanies the Credit Insurance CD for more information.

### Install Privacy Documents

After the installation is completed, you may install custom privacy disclosures.

## How to Contact Wolters Kluwer Financial Services Support

### Support Web Site or E-Mail

Visit our Software Support web site for documentation, downloads, frequently asked questions, training, support information, or to submit issues through e-mail at <http://support.wolterskluwerfs.com>.

We believe you'll find this site to be a valuable source of support information. We have added links to many industry sites that we think will benefit you.

You can also e-mail us at [artalendingsup@WoltersKluwer.com](mailto:artalendingsup@WoltersKluwer.com).

### Call 1-800-274-2711

Our SupportLine technicians are ready to take your calls Monday through Friday, 7 A.M. to 7 P.M. Central Time. Voice mail operates continually, allowing you to leave us a message after business hours and on weekends. However, calls will be returned Monday through Friday between 8 A.M. and 5 P.M. Central Time.

For all your ARTA Lending questions use the following extension:

- ARTA Lending Ext. 1124021

**NOTE:** Please note that previously we provided additional phone extensions for you to use for various ARTA Lending modules. Those extra extensions are no longer valid, and all ARTA Lending related calls should use the 1124021 extension.

To help us handle your question as quickly as possible, have these items handy before you call:

- product name and version number
- customer number
- operating system and version number

### Fax 1-800-860-3595

You may fax us, Attention: SupportLine

### Write

If you prefer, write a letter detailing your question and send it to:

SupportLine  
Wolters Kluwer Financial Services, Inc.  
P.O. Box 1457  
St. Cloud, MN 56302

### Authorization Codes

If you cannot locate your authorization code, or for other installation assistance, please call SupportLine at 1-800-274-2711 ext. 1124021.

# Appendix A: Software and Hardware Requirements

## Standalone and Client System Requirements

### Software Requirements

#### Operating Systems

- Microsoft Windows XP Professional SP3
- Microsoft Windows Vista Business Edition
- Microsoft Windows Vista Enterprise Edition
- Windows 7 Professional

#### Components

- Internet Explorer 6 or greater, \*recommended version 8.0

**NOTE:** Credit Bureau and/or Automated Underwriting Modules require Internet access. Bandwidth of 128K or greater is recommended.

Internet access is also required for remote troubleshooting by SupportLine and for downloading of files from the Wolters Kluwer Financial Services Software Support web site.

### Hardware Requirements

- 2.66 GHz Intel Pentium 4 Processor
- 512 MB RAM (minimum) 1 GB (recommended)
- CD ROM Drive
- Hard drive with ample free space for software installation (500 MB initial install, with an additional 50 MB free space for each added state. 4.0 GB free space for a full 51 jurisdiction install)
- Monitor/Video card capable of 800 x 600 pixel display resolution (minimum)

## Network Server Requirements

### Software Requirements

#### Operating Systems

- Microsoft Windows Server 2003
- Microsoft Windows Server 2008

#### Components

- Internet Explorer 6 or greater, \*recommended version 8.0

**NOTE:** Credit Bureau and/or Automated Underwriting Modules require Internet access. Bandwidth of 128K or greater is recommended.

Internet access is also required for remote troubleshooting by SupportLine and for downloading of files from the Wolters Kluwer Financial Services Software Support web site.

For WAN, Windows Terminal Server is required.

### Hardware Requirements

**NOTE:** The following requirements are based on five concurrent users; additional users may require increased requirements.

- 2.66 GHz Intel Pentium 4 Processor
- 1 GB RAM (minimum) 2 GB (recommended)
- CD ROM Drive
- Hard drive with ample free space for software installation (500 MB initial install, with an additional 50 MB free space for each added state. 4.0 GB free space for a full 51 jurisdiction install)
- Monitor/Video card capable of 800 x 600 pixel display resolution (minimum)

## Printers

- PCL5 or PCL6 compatible laser printer (Example: HP 4000 Series, 8000 Series, and Lexmark Optra Series)
- Two programmable (not multipurpose) paper trays, one of which must be an 8½" x 14" paper tray
- Printer memory:
  - 8 MB installed for 300 dpi resolution
  - 16 MB installed for 600 dpi resolution
  - 32 MB installed for 1200 dpi resolution

**NOTE:** Due to the large variety of printers available in the market today, we are unable to test our programs with every printer.

Printers that are NOT supported include, but not limited to: HP L Series, HP1000 Series, HP2000 Series, Okipage Series, and Brother HL 1000 Series.

Multi-purpose (printer, copier, and fax) printers may meet the above requirements; however, we do not recommend using multi-purpose printers with the software and may not be able to assist with problems printing to these printers.

## Additional Notes

- These requirements are for systems running ARTA Lending only. A higher megahertz (MHz) processor and or more random access memory (RAM) have shown to improve the overall performance of ARTA Lending. Consult with your technical staff if you will be running additional applications, as this will increase the listed requirements.
- These requirements are subject to change without notice
- Microsoft Windows Millennium (Me) and Windows XP Home Edition are designed strictly for home use and are not supported
- Microsoft Small Business Server is designed strictly for small business applications and is not supported

The latest service packs should be installed for all Microsoft products.

