

Update Standalone Installation Checklist

Type of Install: New features and updated KB.

Notes Before Starting – Please Read

- Loan Administration Staff: Carefully review the Rembrandt Release Notes documentation prior to installation.
- The installation instructions list specific implementation options. If you are attempting to install in a manner other than what is listed, contact SupportLine (Technology) to discuss your options or for additional information.
- Prior to completing the Rembrandt update, it is beneficial to delete unnecessary lending transactions. Clearing old data will allow the update process to complete more efficiently, as well as eliminate carry over of unwanted data into the new database.
- It is assumed Rembrandt 2011.2 is currently installed on the workstation to be updated. Only Rembrandt 2011.2 can be updated to version 2011.3.
- Review the Rembrandt System Requirements information on the Wolters Kluwer Financial Services support web site, <http://support.wolterskluwerfs.com>.
- Please print and review the document “Rembrandt StandAlone Maintenance” from the Wolters Kluwer Financial Services support web site before applying this update. Make changes to maintenance routines as necessary after the update process is complete.
- Rembrandt Lending System will not be available for use until the entire update has been completed successfully.
- Once the software is installed, do not rename the computer.

Pre-Installation Preparation

- Administrator security level access is required for the person completing the installation and for using the software once it is installed.

- Verify the workstation operating system is stable and functioning reliably. If the PC is having hardware or software related problems, address the problems before attempting the Rembrandt update.
- Complete an entire system backup prior to applying this update. Save this backup as a permanent record of all loan transactions created before the update. Do not overwrite this backup.

Note: When applying service packs to your system, check your printer manufacturer, your backup software manufacturer or any other 3rd party software provider prior to applying service packs to your system to ensure overall system stability and performance.

- Restart the workstation before beginning the Rembrandt update installation.

Standalone Update Installation

Important! Every effort has been made to ensure an error-free installation process. If, however, an error message is encountered during installation, call technical support at 1-800-274-2711 X124081 before proceeding. Rembrandt has several components that must be installed in sequential order; therefore it is very important you do not continue past an error message until a support technician instructs you to do so.

- Open the Program files\Rembrandt\Temp folder on the workstation. Delete the contents (not the entire folder) of the Program Files\Rembrandt\Temp folder.
- Stop virus scanning software services and processes temporarily for the software installation.
- Stop BSI DocServices service from Control Panel, Administrative Tools, Services.
- End Task on DDSServ.exe, WinPServer.exe, and LockMgr.exe processes if running.
- At the root of the Rembrandt CD, execute the Setup.exe program. Read each screen carefully before clicking Next. If installing on Windows Vista, right-click Setup.exe and select Run as administrator.

Note: All first time users of Rembrandt on a Windows Vista standalone will need to right-click the Rembrandt shortcut and select Run as administrator.

- The workstation will require a restart at the end of the Rembrandt file placement and installation process. The setup program will attempt to continue the software installation after the restart. Be sure you login as the same user throughout the entire installation process.

Note: After system restart, the update initialization program will run. It is important the process be allowed to complete without interruption.

Software Security and Access Permissions

- Any login requiring access to the Rembrandt software must be a member of the local RembrandtUsers and Local Administrators security groups.
- To add users to Rembrandt:

- Login to the system using the administrator account that installed the software.
- Right click My Computer, select Manage, then Local Users and Groups.
- Open Groups and then open the RembrandtUsers group.
- Add the appropriate login ID's and click OK.
- Open the Administrators group.
- Add the appropriate login ID's and click OK.
- From Rembrandt's User Management utility, select Options, Load Users and the login ID's will be added to Rembrandt.

Note: When adding users to Rembrandt on Windows Vista, right-click the Rembrandt shortcut and select Run as administrator. Not running as administrator will result in an automation error while loading users.

- You must now assign the new login ID's permissions within the software. See the Rembrandt User Guides for further information.

Final Steps

- Restart any backup services and virus scanning services that had been stopped for the installation.
- Configure your backup routine to backup Rembrandt data according to the guidelines in the *Rembrandt Standalone Maintenance* guide at http://support.woltersklowerfs.com/Product_Support/rembrandt_maintenance.html.

Note: A free utility, Microsoft SQL Server Management Studio Express, is available at <http://msdn.microsoft.com/vstudio/express/sql/download/>. This utility provides a graphical user interface for Microsoft SQL Server 2005 Express Edition, simplifying configuration chores such as data moves, backup, restore, and so on.

- Refer to the Rembrandt User Guides for important setup and configuration information prior to using the Rembrandt Lending System.
- Check the Wolters Kluwer Financial Services Software Support web site at <http://support.woltersklowerfs.com> on a regular basis for updates or current information regarding Rembrandt.
- You will need to download and install an update from Microsoft in order to view the Rembrandt help files on Windows Vista. For more information on the update, visit <http://www.microsoft.com/downloads/details.aspx?familyid=6ebcfad9-d3f5-4365-8070-334cd175d4bb&displaylang=en>.

How to Contact SupportLine

Support Web Site

Visit our Software Support web site for documentation, downloads, frequently asked questions, training, and support information, or to submit issues through e-mail at the following location:

<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.

Contact Us by Phone

You can call our SupportLine technicians at 1-800-274-2711. Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. Central Time. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. Support staff checks voice mail on the next available business day.

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

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

Program Use Questions

Call 1-800-274-2711, ext. 124012

Technology / Installation / Hardware or Systems Questions

Call 1-800-404-6788, ext. 124081

Contact Us by Email

Use this email to contact us with questions: rmbrtsup@wkglobal.com.

Contact Us by Fax

Fax us, Attention: SupportLine, at 320-240-4252.

Contact Us by Mail

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

SupportLine
Wolters Kluwer Financial Services
P.O. Box 1457
St. Cloud, MN 56301

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