

Server Update Installation Checklist

Type of Install: New features and updated KB.

Notes Before Starting

- 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.
- All Rembrandt Server components such as Rembrandt, DDS and SQL Server 2005 typically exist on the same server.
- If you have Rembrandt installed to a SQL Server cluster, please call SupportLine for specific instructions not provided in this document.
- Review the Rembrandt System Requirements information at <http://support.wolterskluwerfs.com>.
- Review *Rembrandt Server Maintenance* from the Rembrandt Maintenance web page before applying this update.
- Loan Administration Staff: Carefully review the Rembrandt 2011.4 Release Notes documentation prior to installation.

Pre-Installation Preparation

- Install current and stable Microsoft service packs to Windows Server 2003 and Internet Explorer prior to completing this update.

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.

- Verify the domain controller and the Rembrandt member servers are stable. Do not attempt to install this update unless all systems are functional and providing network services reliably.
- Check the Windows Event Viewer log files for error messages and warning messages from the operating system. Correct any problems that exist before continuing.

- Backup your entire system and data prior to applying this update. Save the Rembrandt backup as a permanent record of all loan transactions created prior to this update.
- Once the software is installed, do not rename the server.
- Domain Administrator Security level access is required for the person completing this update and for adding users.
- Rembrandt Lending System version 2011.3 must be currently installed on a member server within Windows 2003 Domain. Only Rembrandt versions 2011.3 can be updated to version 2011.4.
- Close or delete any unnecessary lending transactions and clear the contents of any temporary folders on the server and client workstations. The default location of the Rembrandt Lending System temp folder is %:\Program Files\Rembrandt\temp for the clients or Terminal Services Server/Citrix Server. Delete all files from this folder but do not delete the folder itself.

Important! Users should not be allowed access to Rembrandt until the entire update is complete. If users attempt to access the system during the update process, your data is at high risk for corruption and the installation will fail.

- Once the Rembrandt 2011.4 update has been applied to the server, all Rembrandt client workstations must be updated with the new Rembrandt 2011.4 client prior to using the updated server. Instructions for installing the Rembrandt Client Update can be found in the *Client Update Installation Checklist* on the Rembrandt Installation web page at http://www.support.wolterskluwerfs.com/Product_Support/rembrandt_installation.asp.

Warning! Allowing users to connect to the server without first updating their workstation to the new version of Rembrandt will cause irreversible data loss.

Microsoft SQL Server Service Packs

- Install the latest service pack to the version of SQL Server purchased. For Microsoft SQL Server 2005, Service Pack 2 should be installed before applying the Rembrandt update.

Create the New Rembrandt2011_4 Database

- Create a new database named Rembrandt2011_4 using SQL Server's Enterprise Manager. Set the initial size of the Rembrandt2011_4 database and transaction log to a size somewhat larger than your current database. Increase the size of the new database to allow for anticipated growth. For the update, do not restrict the growth of the Rembrandt2011_4 database or the Rembrandt2011_4 transaction log. After the update is complete, restrict the growth of the Rembrandt2011_4 database and transaction log according to your organizations standards. Remember to enable the 'simple recovery option on the database if you do not employ an alternative method of clearing the database transaction log. See SQL Server's Books OnLine for more information.

- The Rembrandt2011_4.sql database structure script is located within the SQL Folder on the Rembrandt CD. Use SQL Servers' Query Analyzer to run the Rembrandt2011_4.sql database structure script against the Rembrandt 2011_4 database to create the required table structure.

Important! If you have Rembrandt installed to a Domain Controller, the script will fail. Rembrandt is not recommended for Domain Controller installation. See [Appendix A](#) for further instructions before continuing with the database conversion program.

Execute the Database Conversion Program

- Within the convert folder of the Rembrandt CD, execute the convert.exe program to begin the database conversion program. Read each screen carefully before advancing to the next screen.
- If the conversion was successful, the servers' %:\BSIApps\Rembrandt\BSIDBConvert.OK file will display the current date.

Note: If the BSIDBConvert.OK file does not show the current date, locate and print the BSIDBConvertLog.txt file and call technical support at 1-800-274-2711 X1124081 before proceeding.

Rembrandt Lending System Server Update

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 X1124081 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.

- Stop the BSI DocServices service from Control Panel, Administrative Tools, Services.
- End Task on DDSServ.exe, WinPServer.exe, and LockMgr.exe if process is running.
- Stop virus scanning software services and processes. Once the Rembrandt update is complete, make sure these services and processes are re-started.
- Stop backup software services and set their startup option to 'manual' for the Rembrandt update process. When the Rembrandt update is complete, reset the backup services to automatic startup.
- At the root of the Rembrandt CD, execute the Setup.exe program. Read each screen carefully before clicking **Next**.

Note: The Rembrandt Setup.exe program will ask you to restart the server during the software installation process. Since the setup program will attempt to continue the software installation once the system has restarted, be sure you login as the same user throughout the entire installation.

- Click Yes if you receive a message stating **Conversion Status Unknown**. Click Yes again on the **Continue** message that follows.

- Select ALL of the following options to install the Rembrandt Server:
 - Remote Multiple Client Setup Files
 - DDS (Distributed Document Services)
- The server will require a restart at the end of the Rembrandt file placement.
- After the Rembrandt server has restarted, log into your server to complete the update. The update initialization program will begin automatically after login. The update initialization program runs only once: please allow the initialization process to complete without interruption.

Final Steps

- Reset the automatic startup options on any backup services or virus scanning services that had been set to manual for the update.
- Configure backup routines to backup Rembrandt data according to the Rembrandt Server Maintenance document on the Wolters Kluwer Financial Services support web site.
- Periodically check the support web site for updates, hotfixes or updated information regarding the Rembrandt software.

Rembrandt Client Update

Warning! All Rembrandt client workstations must be updated immediately after the server is updated to prevent data corruption or data loss.

- Before updating the Rembrandt client workstations to version 2011.4, refer to the *Client Update Installation Checklist* at <http://support.wolterskluwerfs.com>.

Appendix A

Configuring the Database on a Primary or Backup Domain Controller

Important! This section is to be completed ONLY by those customers who have Rembrandt installed on a Primary Domain Controller/Backup Domain Controller. If your Rembrandt server is a member server and is not a Domain Controller or Backup Domain Controller, skip this section and return to [Database Conversion](#).

- After running the Rembrandt2011_4.sql database script, errors will be returned by the SQL Servers Query Analyzer.

Note: Rembrandt was not intended to be installed to a domain controller and has not been tested for domain controller installations. Rembrandt is intended to be installed to a member Server within Windows 2003 Domain.

If you are updating the Rembrandt Lending System on a domain controller, several parts of the database script will fail and error messages will appear within the query results. All failed items must be corrected manually after the script has run.

- To correct the errors, manually create the RembrandtUser database user account using SQL Server's Enterprise Manager, under the Rembrandt2011.4 database and associate it to the RembrandtUsers group created in Windows 2003.
- Assign the RembrandtUser account 'dbdatareader' and 'dbdatawriter' permissions on the Rembrandt2011.4 database.
- Use SQL Server's query analyzer utility to enter and run the following command to set permissions on the BSI proprietary stored procedures:

```
USE REMBRANDT2011_4
EXEC BSIDB_SETUP_SETSPSECURITY 'RembrandtUser'
Go
```
- Continue with the update by returning to [Execute the Database Conversion Program.](#)

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. 1124012

Technology / Installation / Hardware or Systems Questions

Call 1-800-274-2711, ext. 1124081

Contact Us by Email

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

Contact Us by Fax

Fax us, Attention: SupportLine, at 1-800-860-8185.

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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