RIPPLESTONE INSTALLATION GUIDE

Contents

System Requirements

Ripplestone runs on the Microsoft platform using IIS and the .NET Framework version 4.5.1. The following are the required hardware and software.

Minimum Hardware Requirements

- Windows Server 2012 R2, Windows Server 2012, Windows Server 2008 R2 SP1, Windows Server 2008 SP2, Windows 8, Windows 7, Windows Vista
- Either 64 bit or 32 bit
- IIS needs to be installed and activated. IIS also needs to be installed before the .NET Framework or the .NET Framework will need to be re-registered with IIS.
- 4 GB of RAM
- .NET Framework version 4.5.1 or later
- 2.0 GHz Processor
- 250 MB of hard drive space

Software Requirements

- IIS needs to be installed and activated (Note: this is NOT the default setting for most versions of Windows)
- .NET Framework version 4.5.1 or later

Other Requirements

- You must have Administrator privileges to correctly install Ripplestone

Overview of Installation

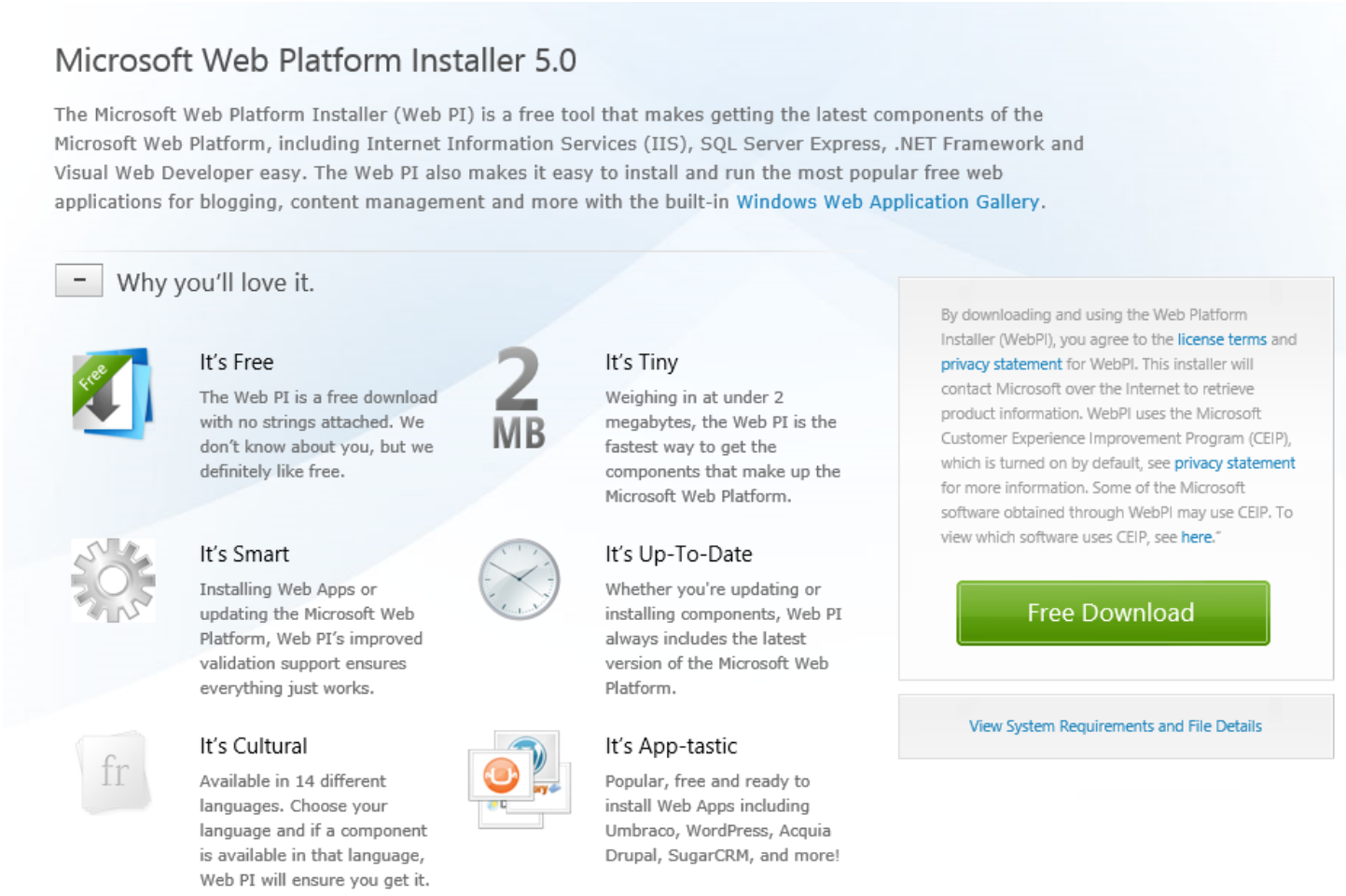
There are many steps in the installation of Ripplestone. The list below summarizes the steps that will take place during the installation.

- Configure IIS to the recommended setting (using the Microsoft Web Platform Installer)
- Install .NET Framework 4.5.1 (using the Microsoft Web Platform Installer)
- Install the Crystal Reports Runtime Engine (version 13)
- Install the Ripplestone website
    - Create a folder at C:\Sites\Ripplestone
    - Copy web site files to the folder (C:\Sites\Ripplestone)
    - Create a Virtual Directory under the default web site in IIS called Ripplestone
    - Run Install Script to complete the install

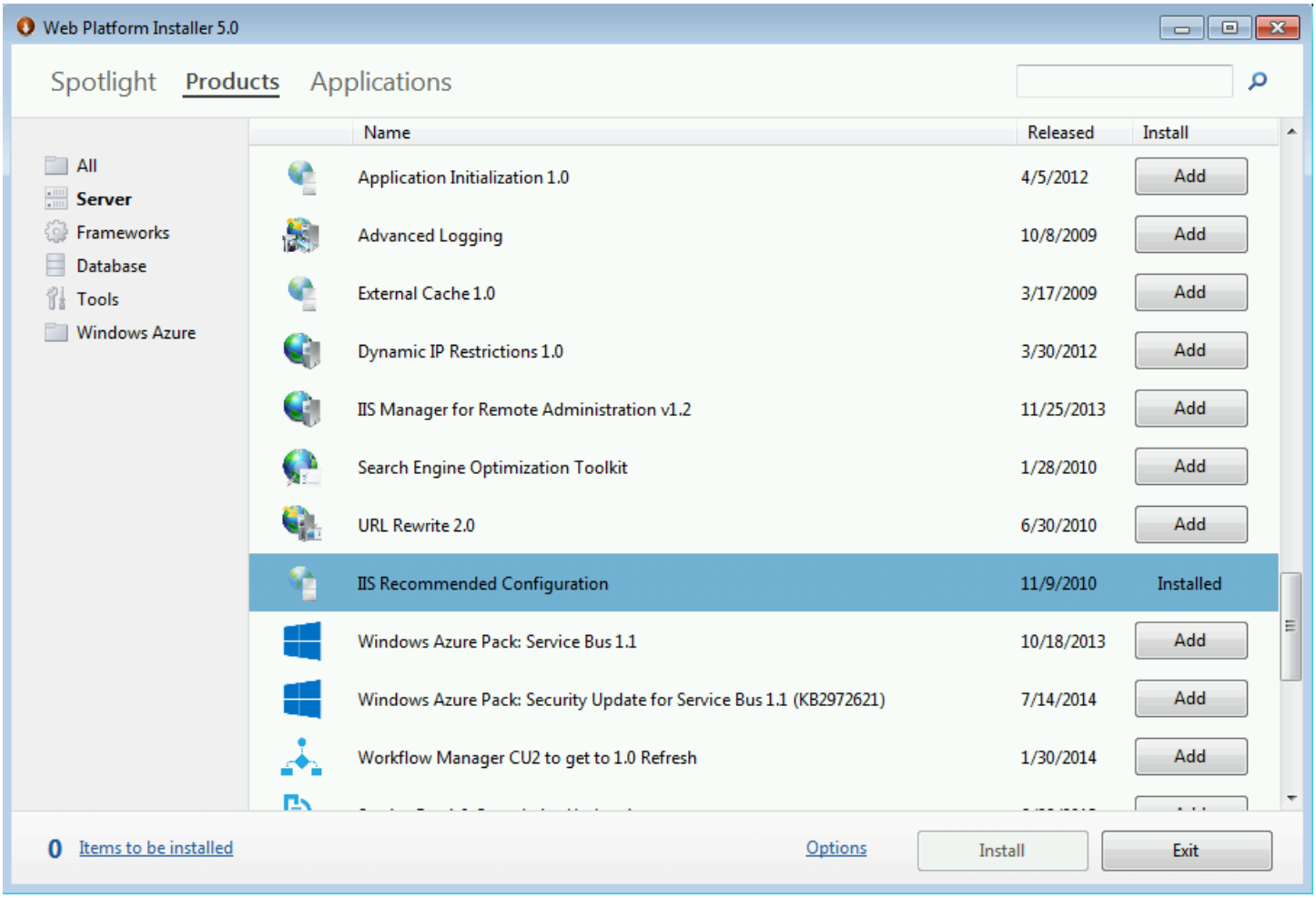
Configuration of IIS and installing .NET Framework 4.5.1 (Using the Microsoft Web Platform Installer)

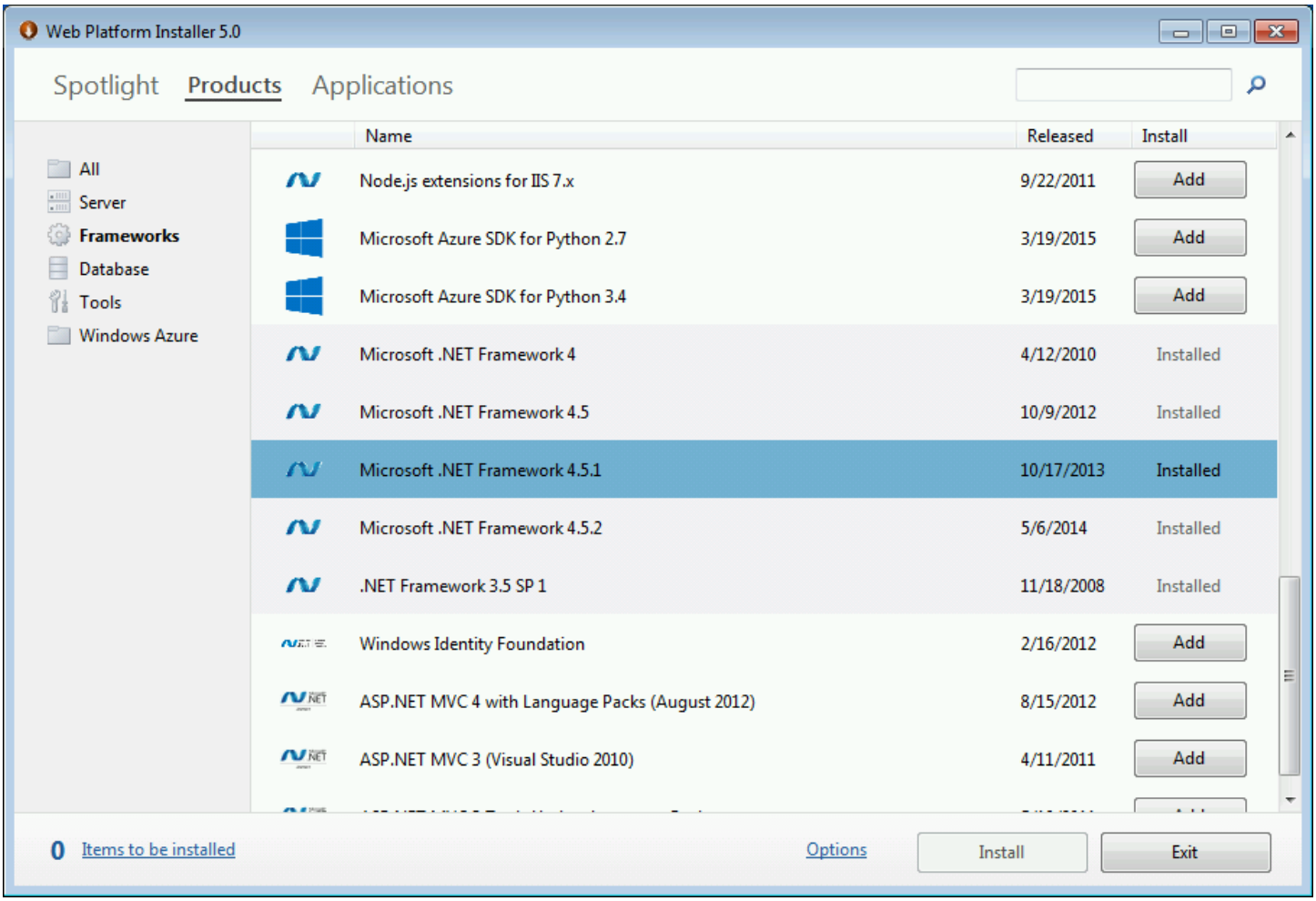
Using the Microsoft Web Platform Installer makes the installation of .NET and the configuration of IIS easier.

Below is the home page for the Web Platform Installer.



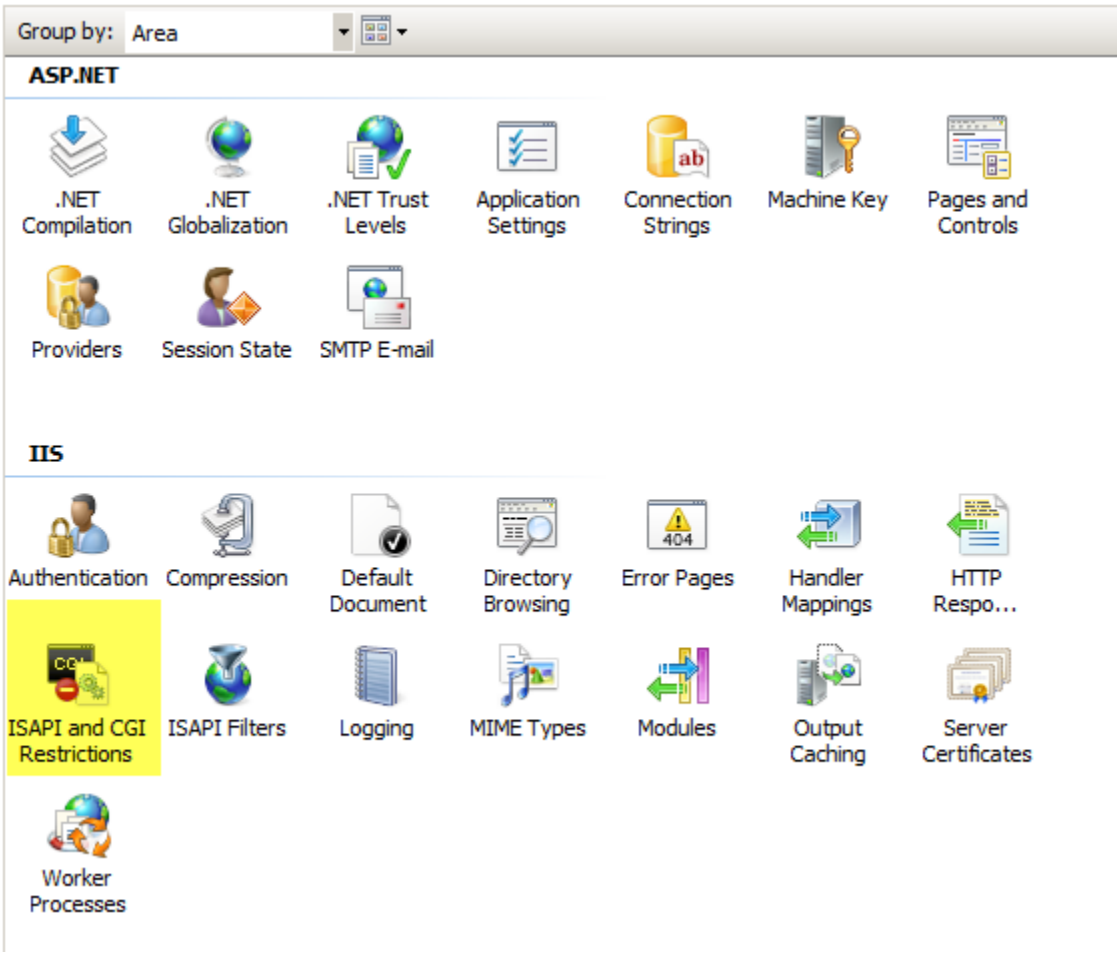
After the Web Platform Installer is installed and running go to the Products on the top menu and the look for IIS Recommended Configuration under the Server section and Microsoft .NET Framework 4.5.1 under the Frameworks section. Install both of these by clicking the Add button for each one and then the Install button at the bottom.

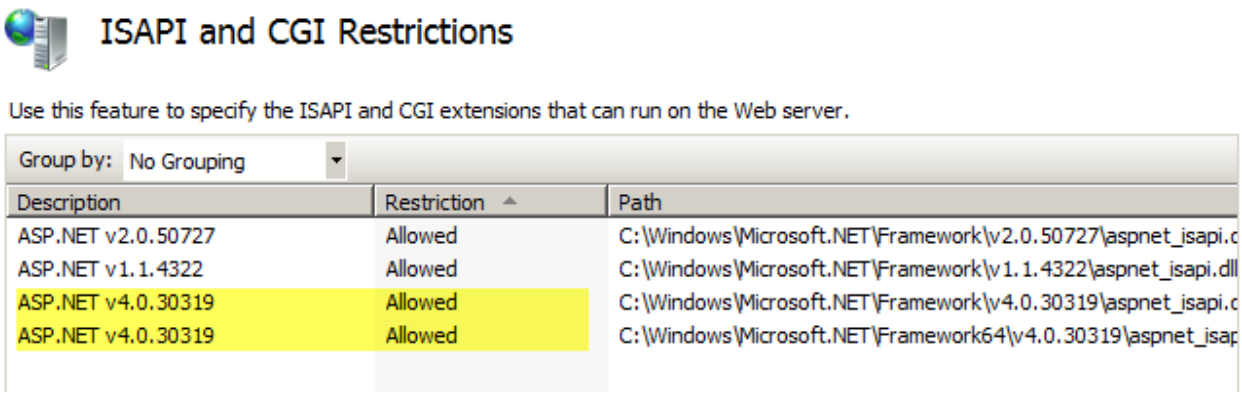



Web Platform Installer 5.0
Spotlight
Products
Applications
All
Server
Frameworks
Database
Tools
Windows Azure
Name
Released
Install
Node.js extensions for IIS 7.x
9/22/2011
Add
Microsoft Azure SDK for Python 2.7
3/19/2015
Add
Microsoft Azure SDK for Python 3.4
3/19/2015
Add
Microsoft .NET Framework 4
4/12/2010
Installed
Microsoft .NET Framework 4.5
10/9/2012
Installed
Microsoft .NET Framework 4.5.1
10/17/2013
Installed
Microsoft .NET Framework 4.5.2
5/6/2014
Installed
.NET Framework 3.5 SP 1
11/18/2008
Installed
Windows Identity Foundation
2/16/2012
Add
ASP.NET MVC 4 with Language Packs (August 2012)
8/15/2012
Add
ASP.NET MVC 3 (Visual Studio 2010)
4/11/2011
Add
0
Items to be installed
Options
Install
Exit

Check to make sure that the ASP.NET v.4.0.30319 is set to Allowed.

From the IIS home page click on ISAPI and CGI Restrictions and check the list to make sure that ASP.NET v4 is allowed

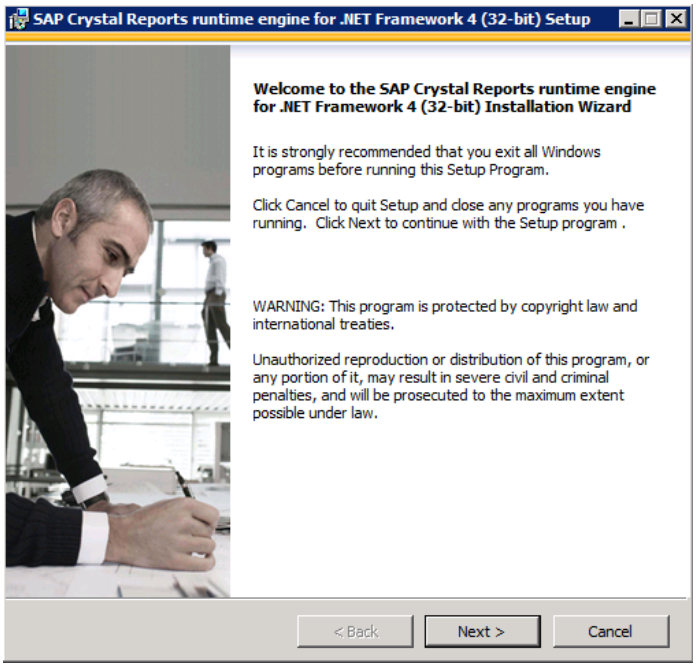


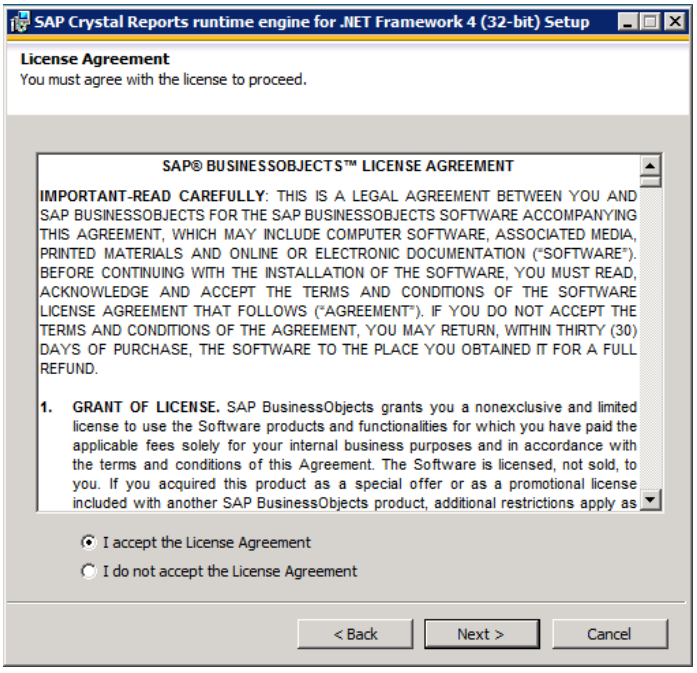


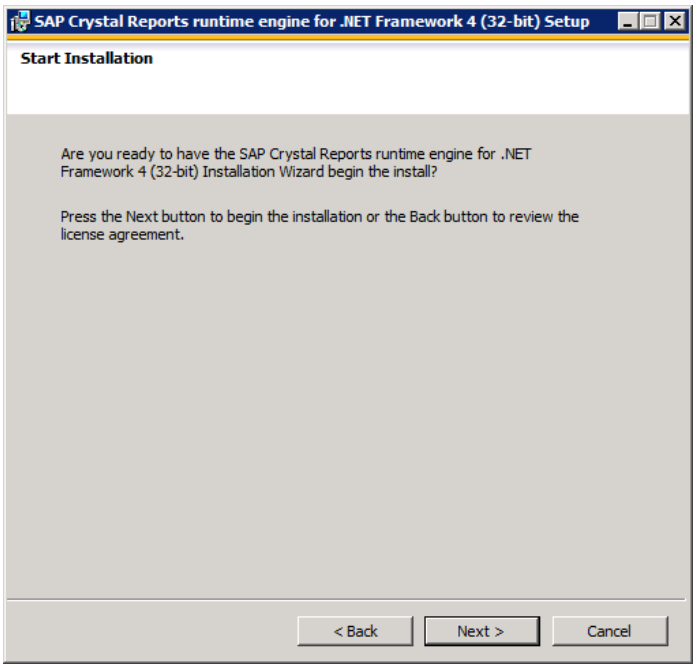
Installing the SAP Crystal Reports Runtime Engine

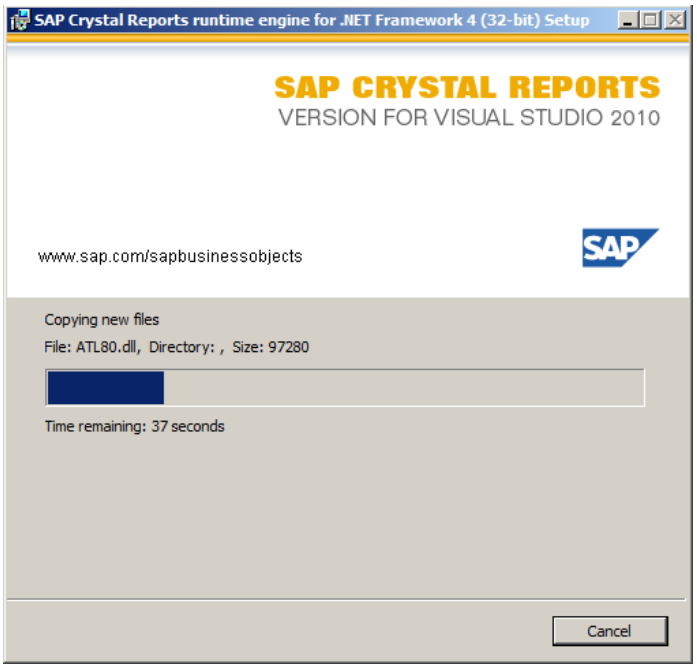
The SAP Crystal Reports Runtime is the engine that allows the Crystal Reports that are published to Ripplestone to run.

To install the Runtime Engine, find the file “CRRuntime_32bit_13_0_18.msi” and double click to start the install.









Note - If you get a message like:

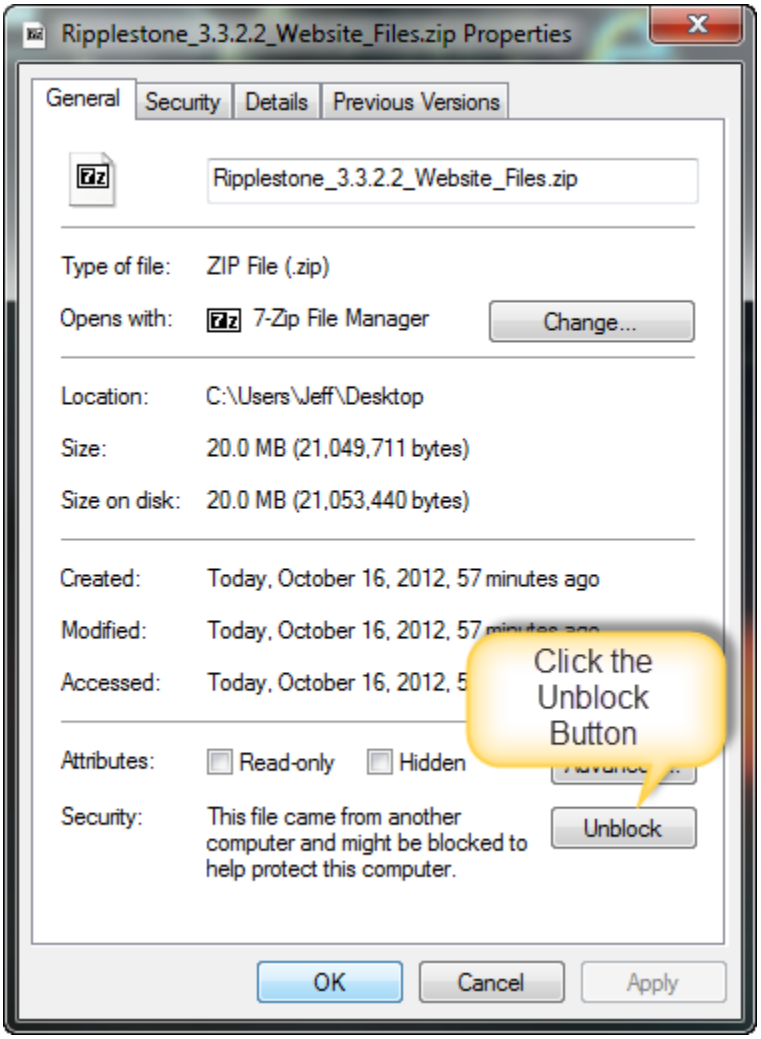
"Please wait while the installer finishes determining your space requirements"

Cancel the install and use the following from the Run dialog box

Msiexec /package <path>CRRuntime_32bit_13_0_13.msi /qr (where <path> is the location of the CRRuntime file)

Install Ripplestone

After downloading the website files you might need to unblock the downloaded file. Right click any of the downloaded files and select Properties. From the Properties dialog box click the Unblock button if it is displayed and then click the OK button.

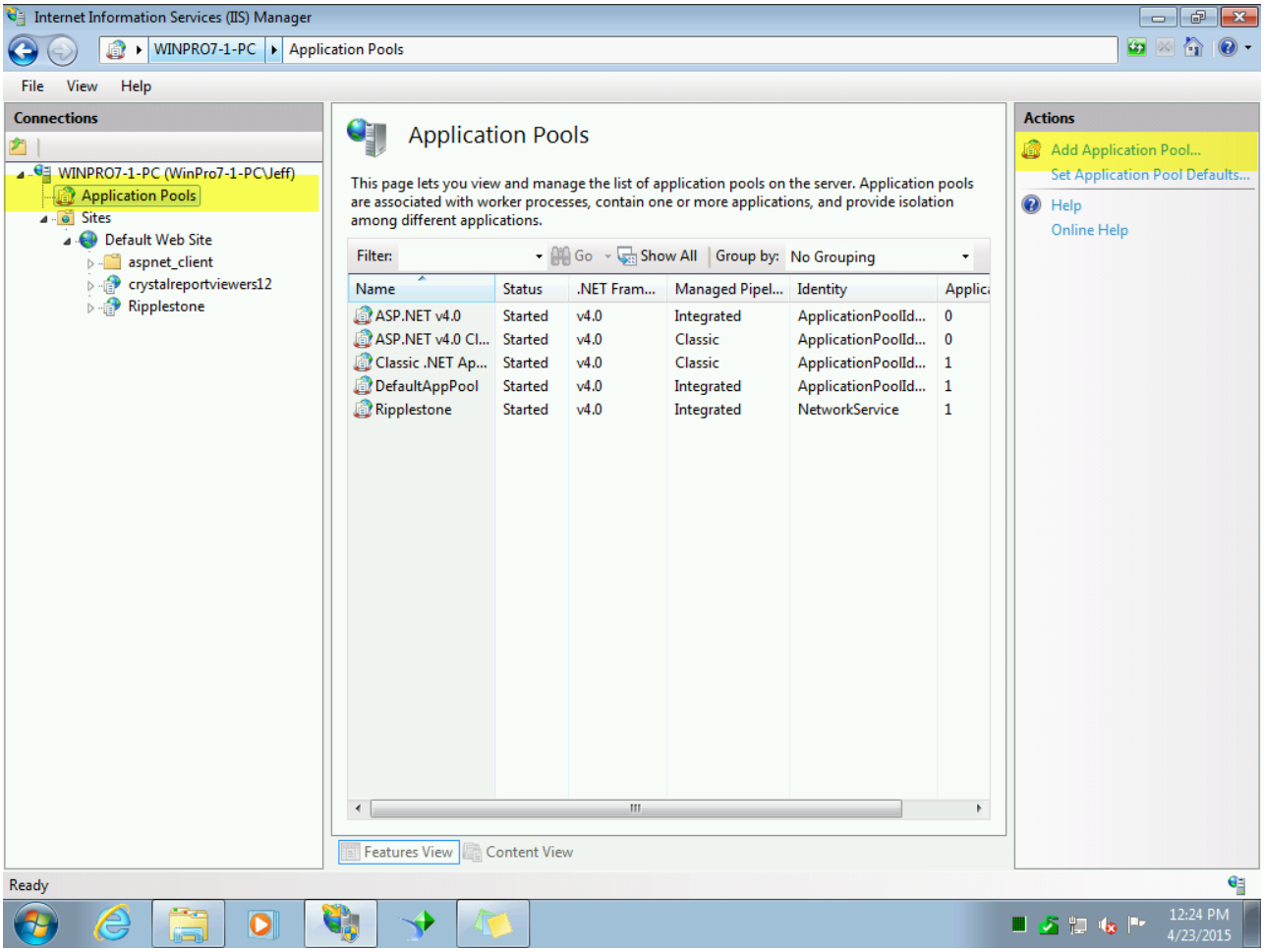


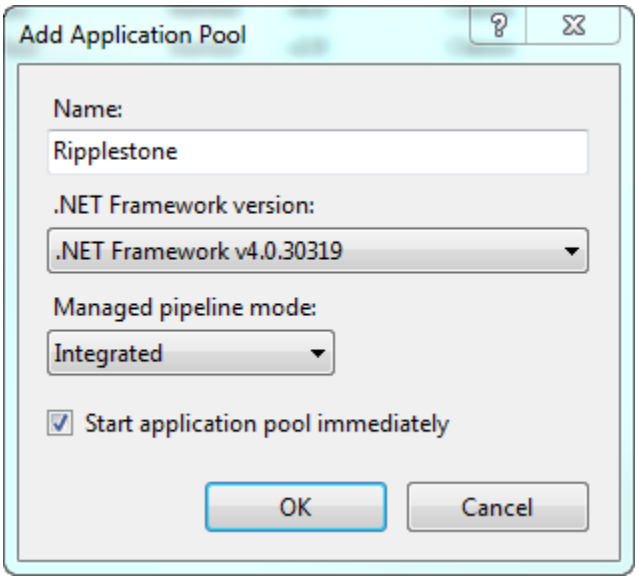
Create the Ripplestone Website Folder

- Create a new folder at C:\Sites\Ripplestone (you can also create the folder on another drive)
- Unzip website files to C:\Sites\Ripplestone

Steps within IIS

Create a new Application Pool for Ripplestone



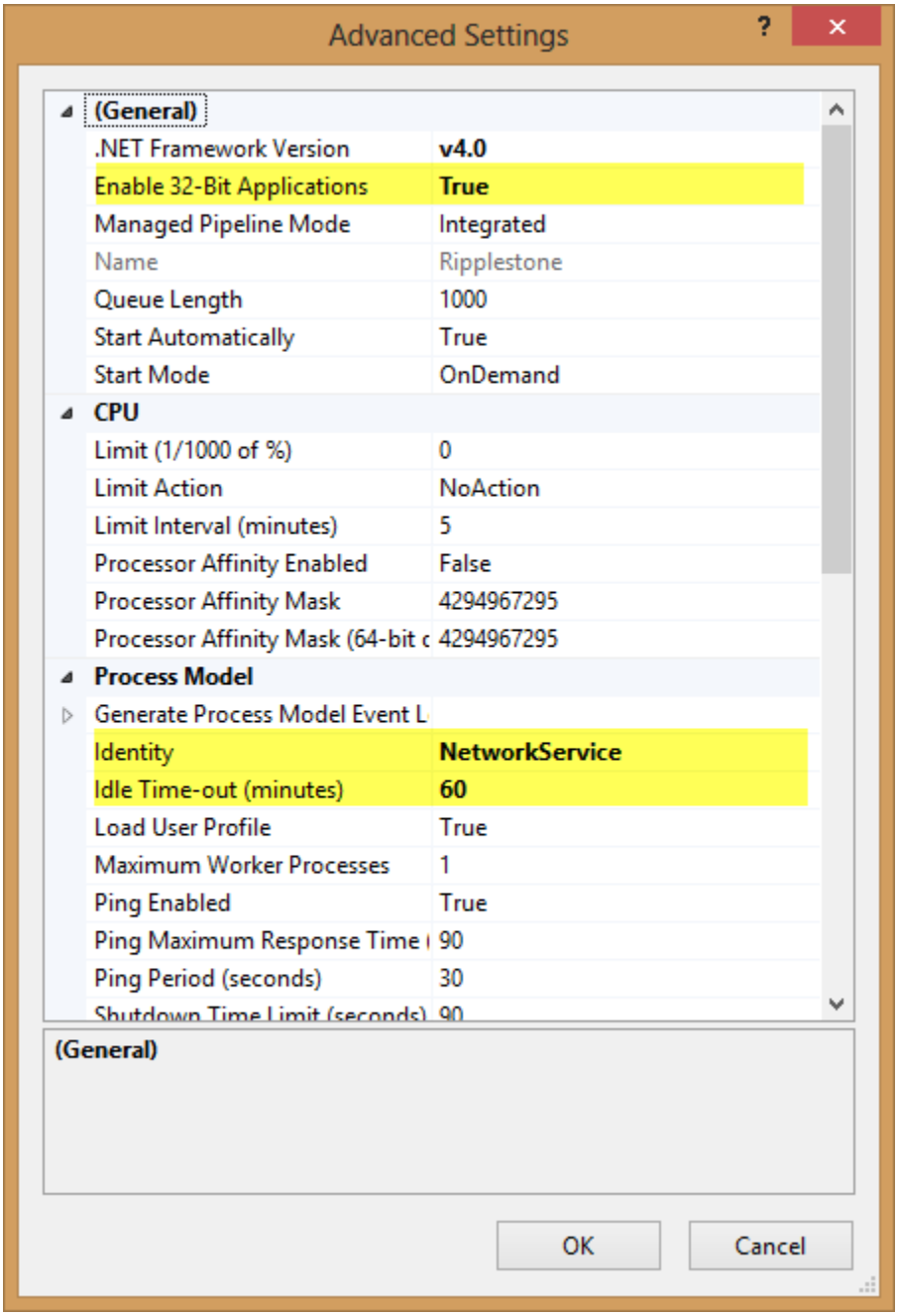


Open the Advanced Settings for the Application Pool

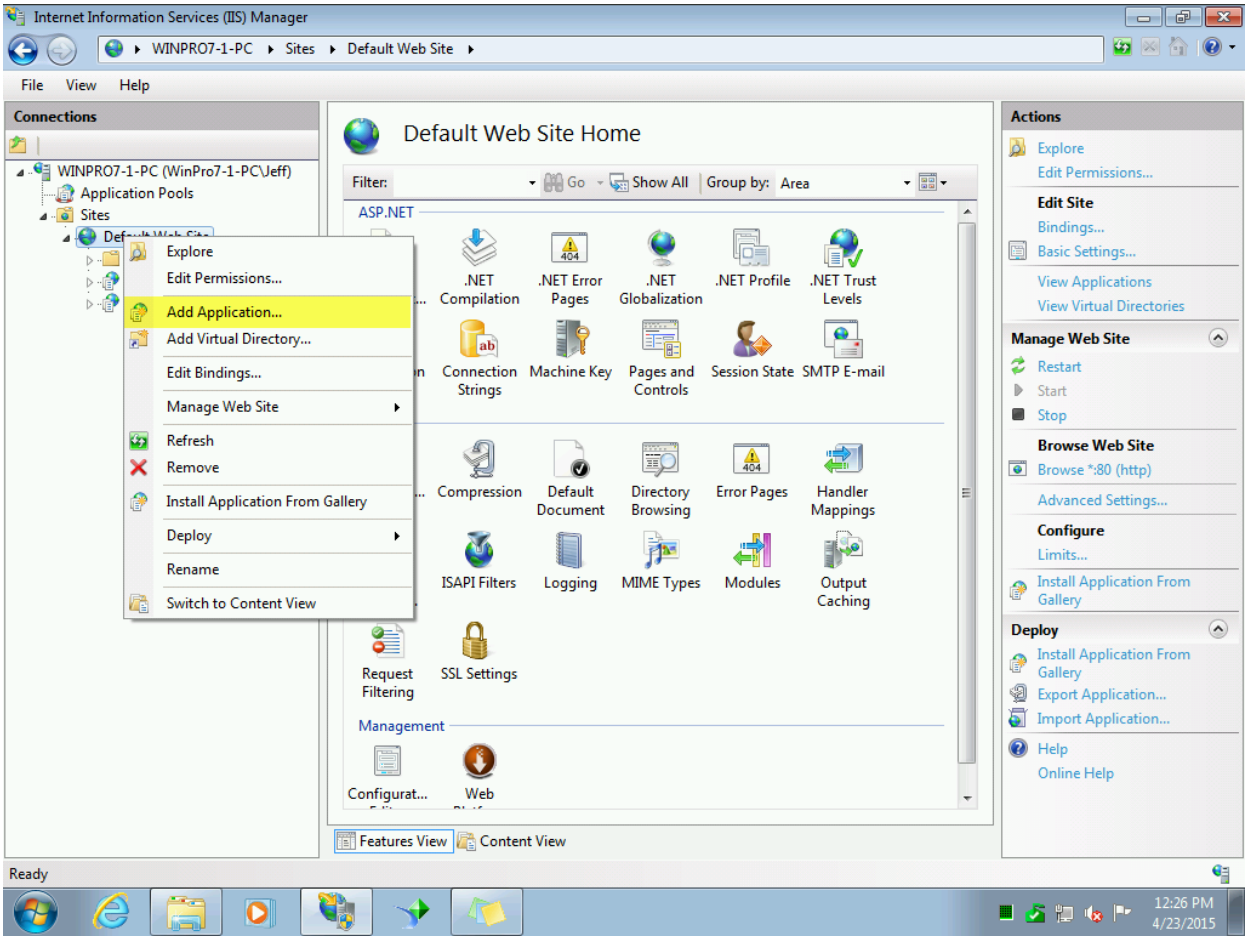
Make sure that the Identity is running under Network Service and that the Idle Time-out is set to 60 minutes

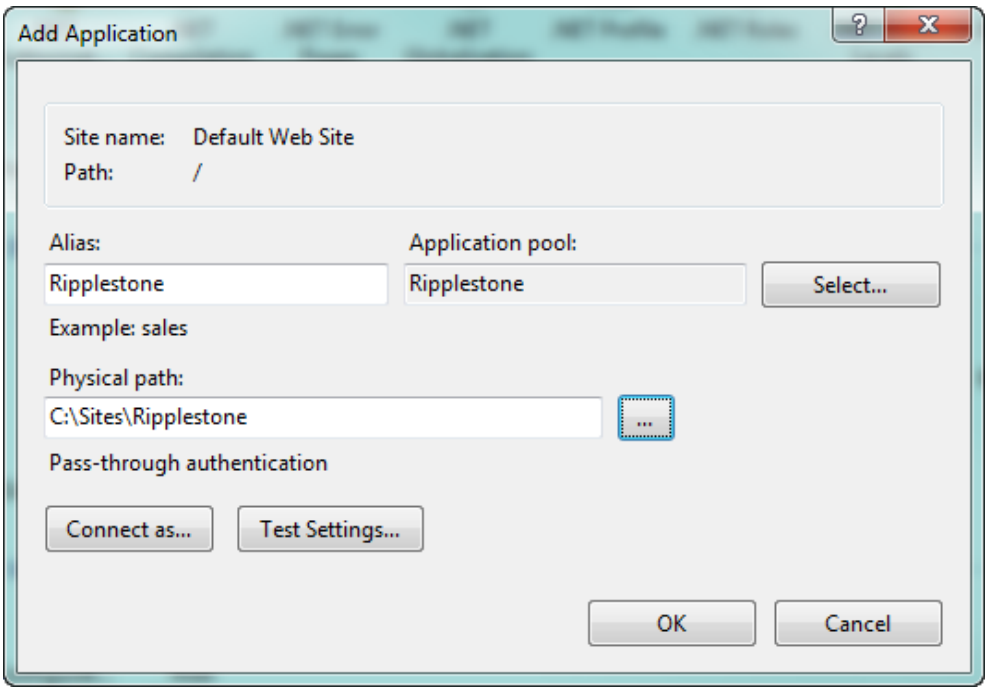
NOTE FOR 64-BIT PC'S AND SERVERS

Change the Enable 32-Bit Applications to True.



Create a new Web Application called Ripplestone and using the new Ripplestone Application pool. The Path should be C:\Sites\Ripplestone.

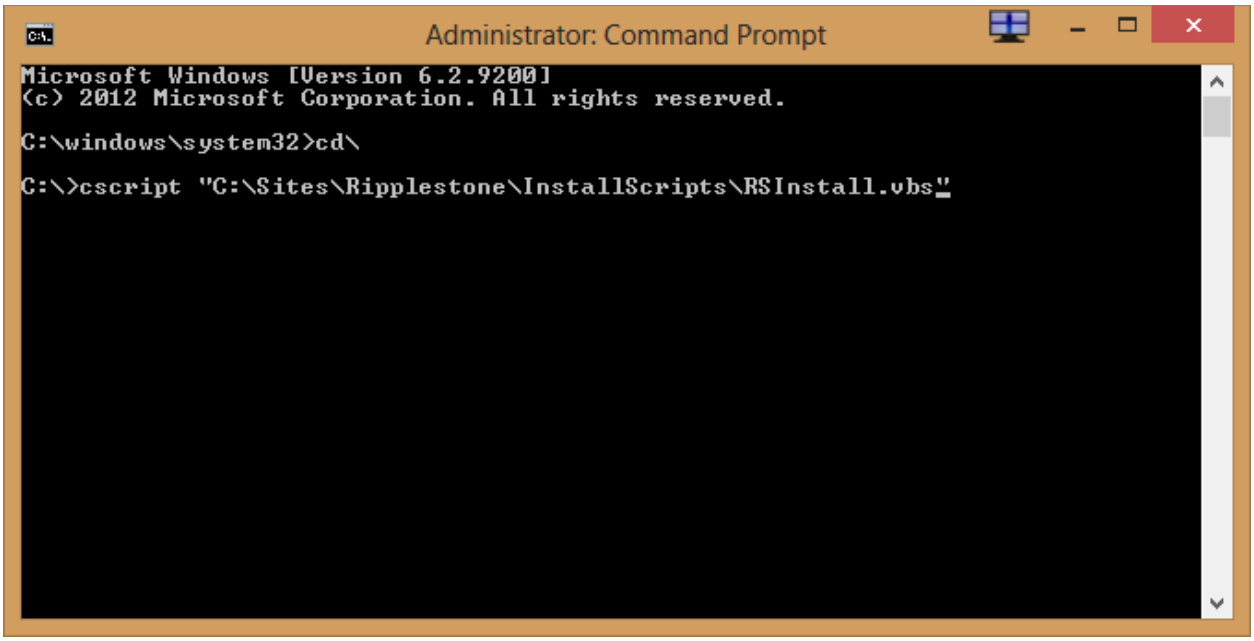




Run Install Script

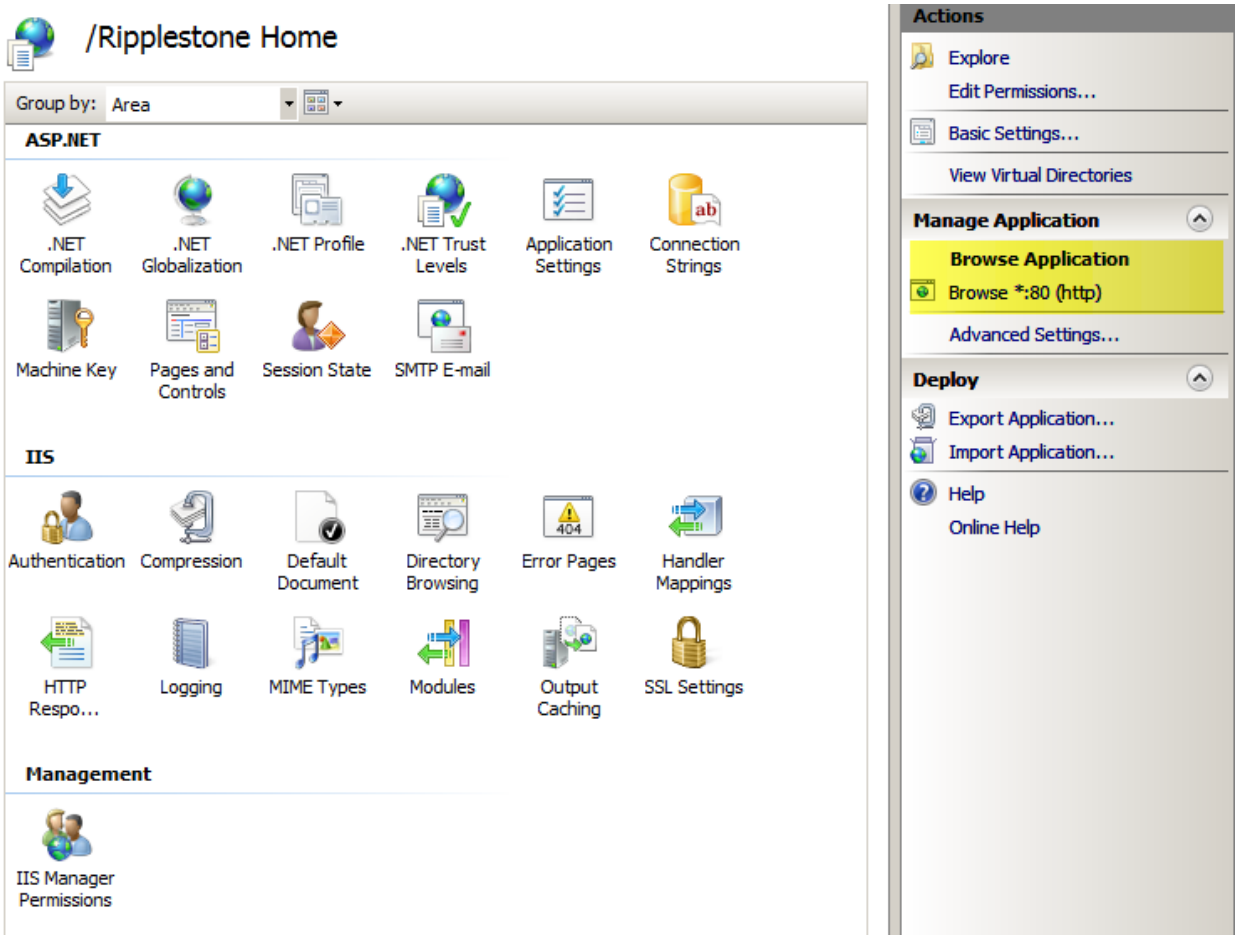
The final step is to run the RSInstall script. Open a command prompt as the Administrator (right click on the Command Prompt and select Run as administrator). From the command prompt, run:

cscript "C:\Sites\Ripplestone\InstallScripts\RSInstall.vbs"

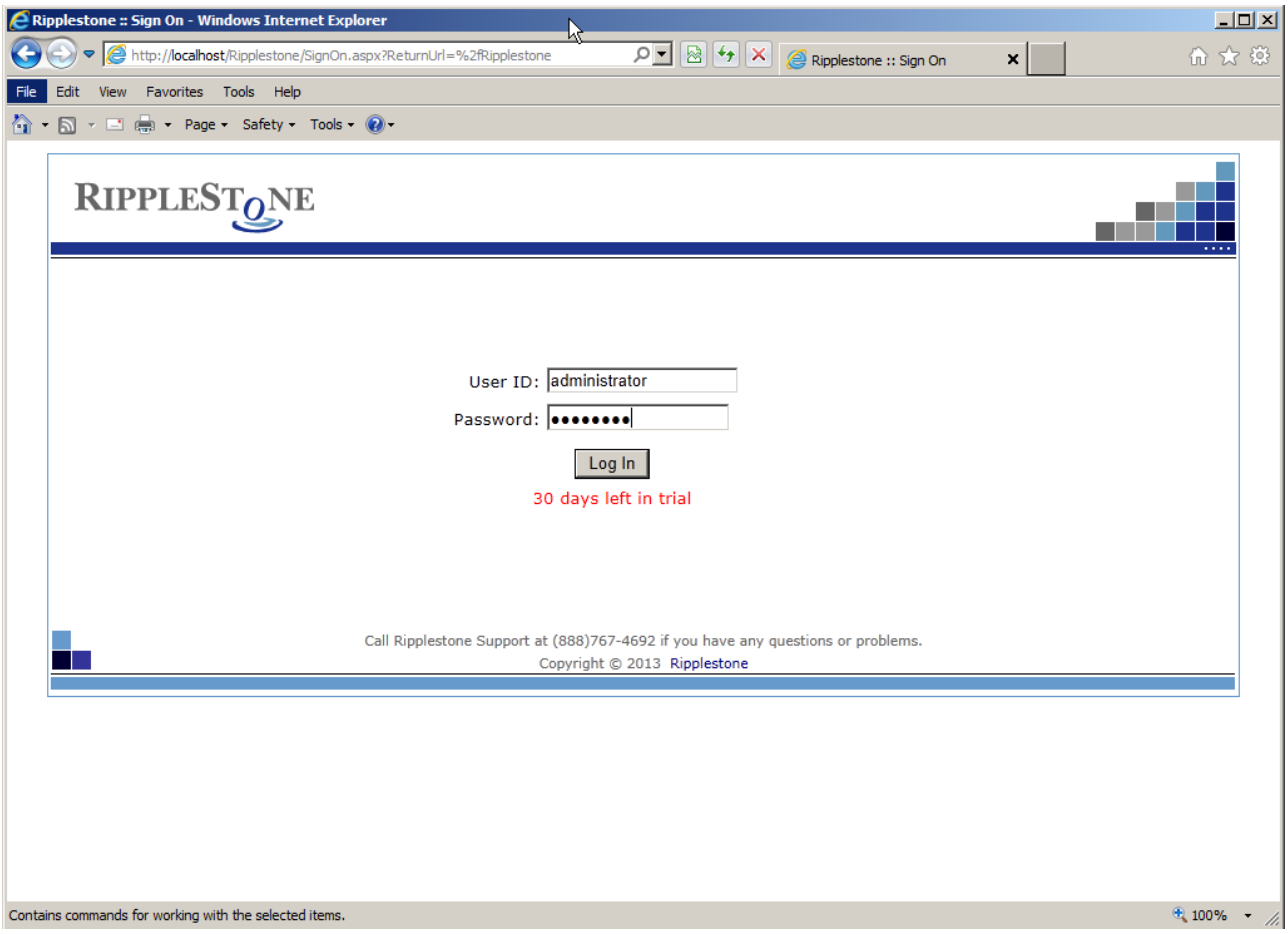


Testing the install of Ripplestone

From IIS you can select the Ripplestone website and then click the Browse link on the right side of the page. This should open a browser with address of http://localhost/Ripplestone



You can then login with the User ID of ***administrator*** and the Password of ***password***



Running Reports that use Oracle

To use reports that are getting data from Oracle you will need to install the 32-bit version of the Oracle Client on the Ripplestone server.

Once the Oracle Client has been installed, you will need to grant permissions to the Oracle folder and all the sub folders.

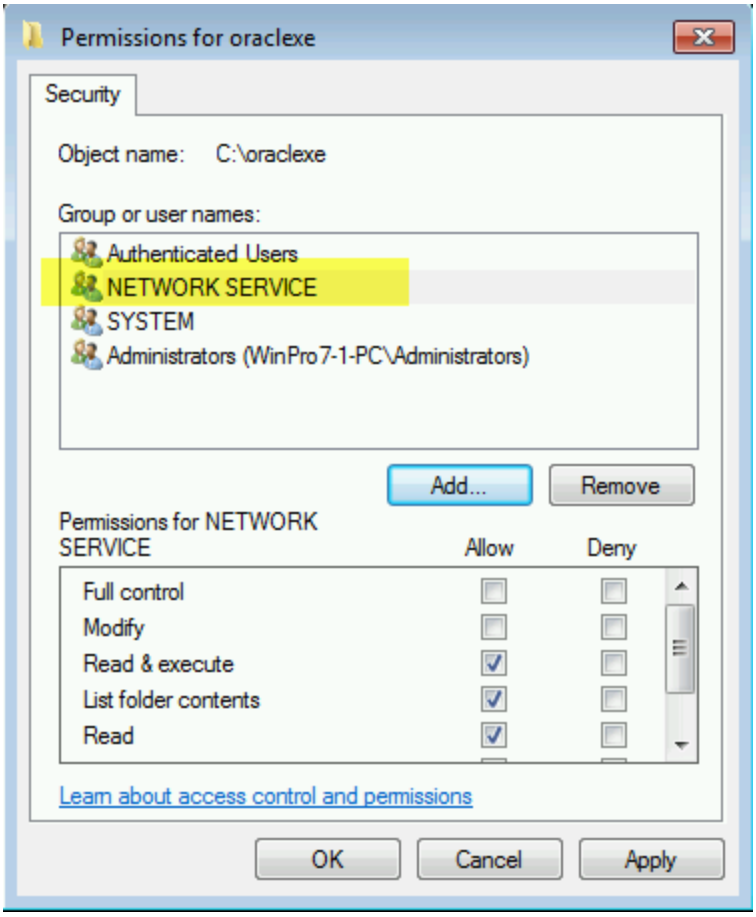
To find the install location for Oracle you can look in the Registry

For 32-bit - HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE

For 64 bit - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ORACLE

Each version of Oracle has a different structure in the Registry, but look for a string value of ORACLE_BASE and this will display the install folder.

The Oracle folders needs to be granted permission for the NETWORK SERVICE system account.



Finally, for the permissions to take effect the server will need to be re-booted.

Troubleshooting

- **Message that the Trial has Expired** – This can be caused by the date format being in the USA Format of mm/dd/yyyy. The format can be changed by editing the web.config file located in C:\Sites\Ripplestone and changing the Globalization section. Change the culture from “en-US” to the correct culture and save the file.

  Below is the section

```
<!--  GLOBALIZATION
This section sets the globalization settings of the application.
Other options are en-GB, en-NZ, en-AU, da-DK, ar-AE, et-EE, pt-PT, de-AT, fi-FI, de-DE
More culture codes can be found at:
http://msdn.microsoft.com/en-us/library/system.globalization.cultureinfo(VS.71).aspx
-->
<globalization requestEncoding="utf-8" responseEncoding="utf-8" culture="en-US" />
```

- **Home page gets a Java Script error regarding bobj or doesn’t load completely** – This usually happens when the Ripplestone website has been installed in a website other than the Default Web Site. When this happens the Ripplestone site cannot find the crystalreportviewers13 folder located in C:\inetpub\wwwroot\aspnet_client\system_web\4_0_30319\crystalreportviewers13. To fix the problem you will need to copy the aspnet_client folder and all the sub folders to the Ripplestone folder (C:\Sites\Ripplestone is the default location). If the system_web folder has other dot net folder (i.e. 2_0_50727) they can be deleted. The only folder needed under system_web is 4_0_30319.