



RIPPLESTONE INSTALLATION GUIDE

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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 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012
- IIS needs to be installed and activated.
- 4 GB of RAM
- .NET Framework version 4.5.1 or later
- 2.0 GHz Processor
- 1 GB 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 Server)
- .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 Server Manager)
- Install .NET Framework 4.x (using Server Manager)
- 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

Installing IIS

Ripplestone uses IIS for the website. Most servers will not have this installed by default, so it will need to be installed from Server Manager.

Open Server Manager and click Manage in the upper right corner, then select Add Roles and Features. Move through the wizard to the Server Roles section and use the screen shot below to turn on IIS and ASP.NET 4.x. If you are planning to use Windows Authentication, that will also need to be turned on in the Security section shown below.

 Add Roles and Features Wizard

Before You Begin

Installation Type

Server Selection

Server Roles

Features

Confirmation

Results

Select one or more roles to install on the selected server.

Roles

Web Server (IIS) (15 of 43 installed)

Web Server (14 of 34 installed)

Common HTTP Features (5 of 6 installed)

Default Document (Installed)

Directory Browsing (Installed)

HTTP Errors (Installed)

Static Content (Installed)

HTTP Redirection (Installed)

WebDAV Publishing

Health and Diagnostics (1 of 6 installed)

HTTP Logging (Installed)

Custom Logging

Logging Tools

ODBC Logging

Request Monitor

Tracing

Performance (1 of 2 installed)

Static Content Compression (Installed)

Dynamic Content Compression

Security (1 of 9 installed)

Request Filtering (Installed)

Basic Authentication

Centralized SSL Certificate Support

Client Certificate Mapping Authentication

Digest Authentication

IIS Client Certificate Mapping Authentication

IP and Domain Restrictions

URL Authorization

Windows Authentication

Application Development (6 of 11 installed)

.NET Extensibility 3.5 (Installed)

.NET Extensibility 4.7 (Installed)

Application Initialization

ASP

ASP.NET 3.5 (Installed)

ASP.NET 4.7 (Installed)

CGI

ISAPI Extensions (Installed)

ISAPI Filters (Installed)

Server Side Includes

WebSocket Protocol

FTP Server

Management Tools (1 of 7 installed)

Description

Management Tools provide infrastructure to manage a Web server that runs IIS 10. You can use the IIS user interface, command-line tools, and scripts to manage the Web server. You can also edit the configuration files directly.

< Previous

Next >

Install

Cancel

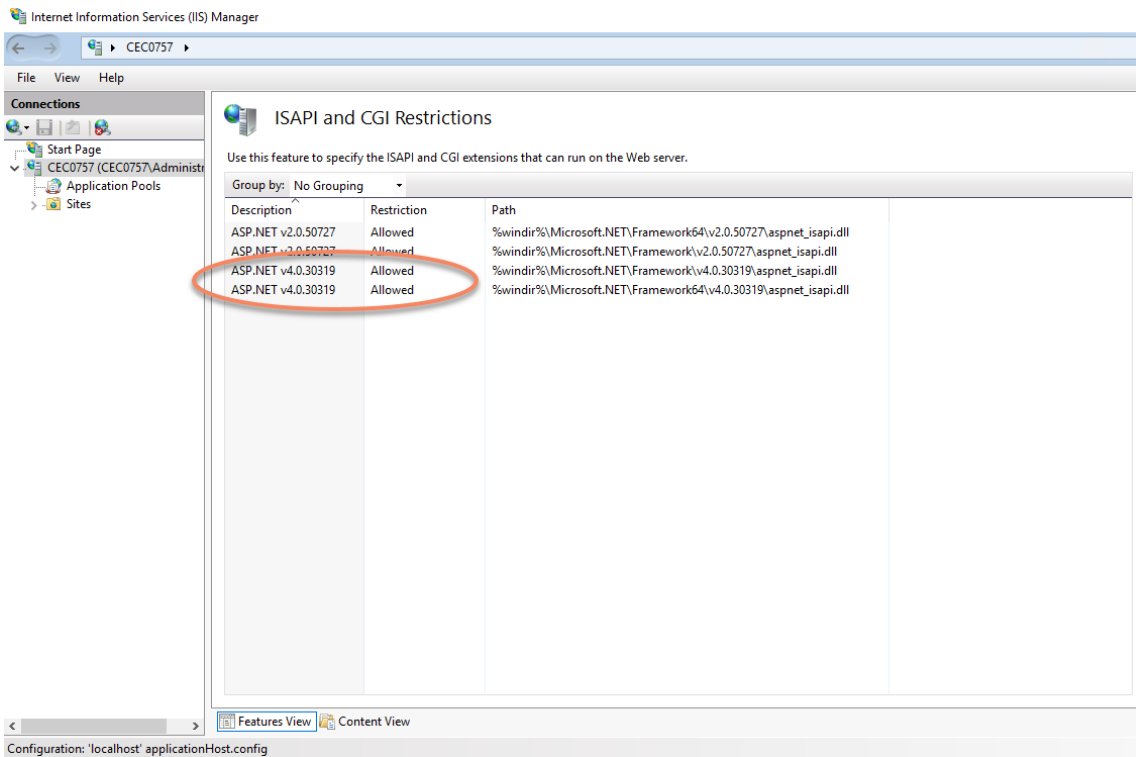
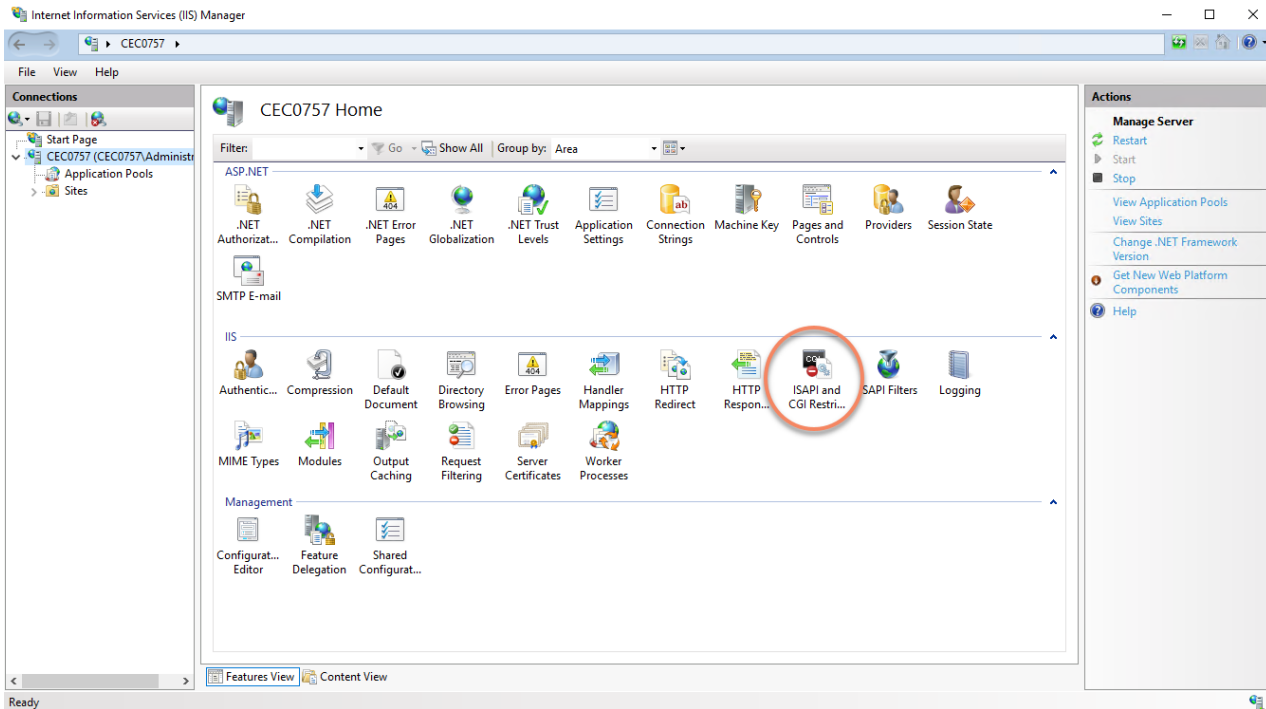
Ripplestone

www.ripplestone.com

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Check to make sure that the ASP.NET v4.0.30319 is set to Allowed.

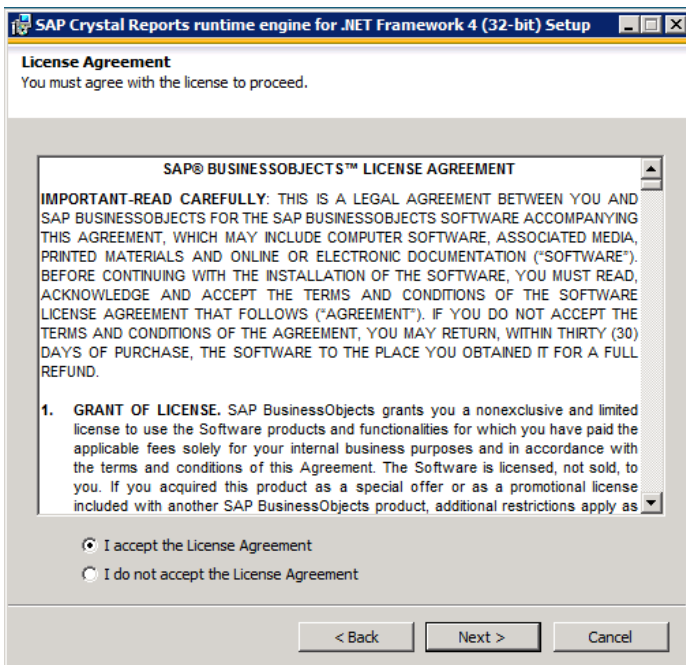
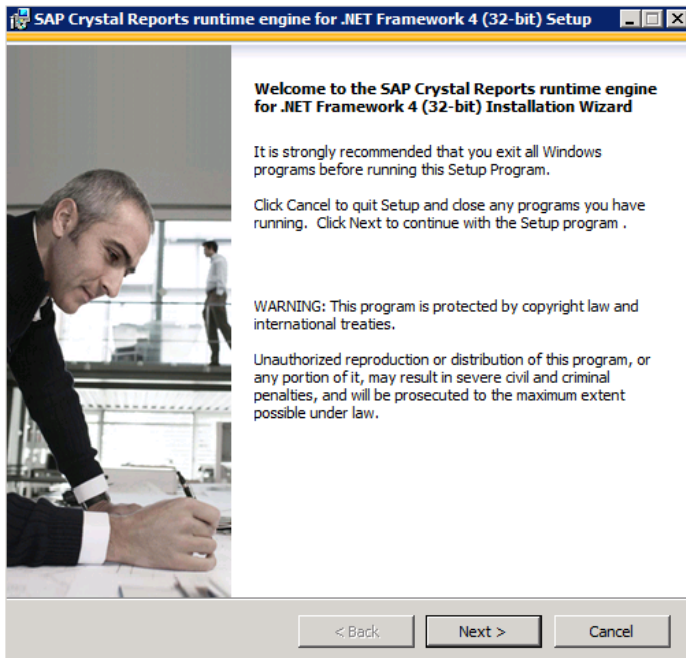
From the IIS home page click on ISAPI and CGI Restrictions and check the list to make sure that ASP.NET v4 is allowed

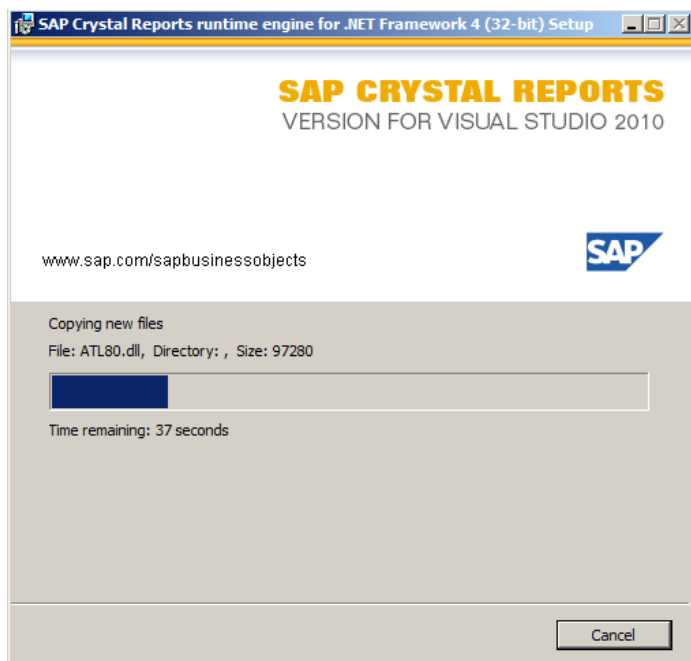
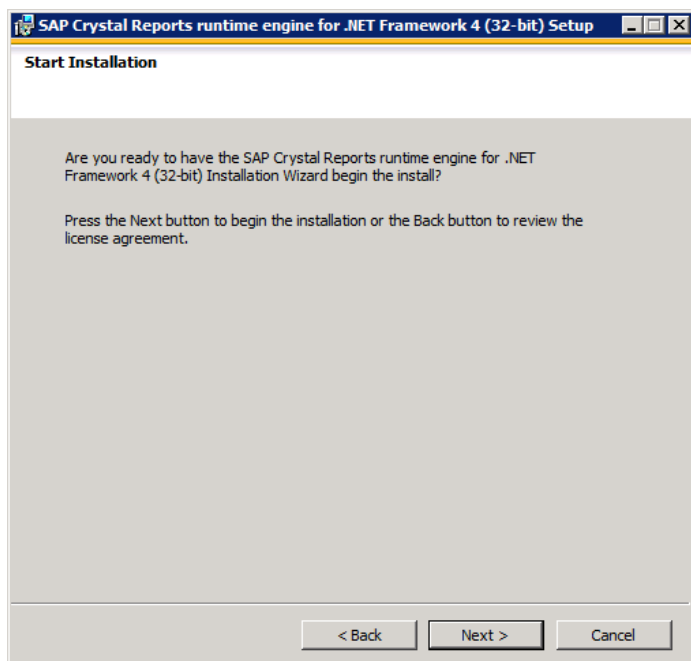


Installing the SAP Crystal Reports Runtime Engine

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

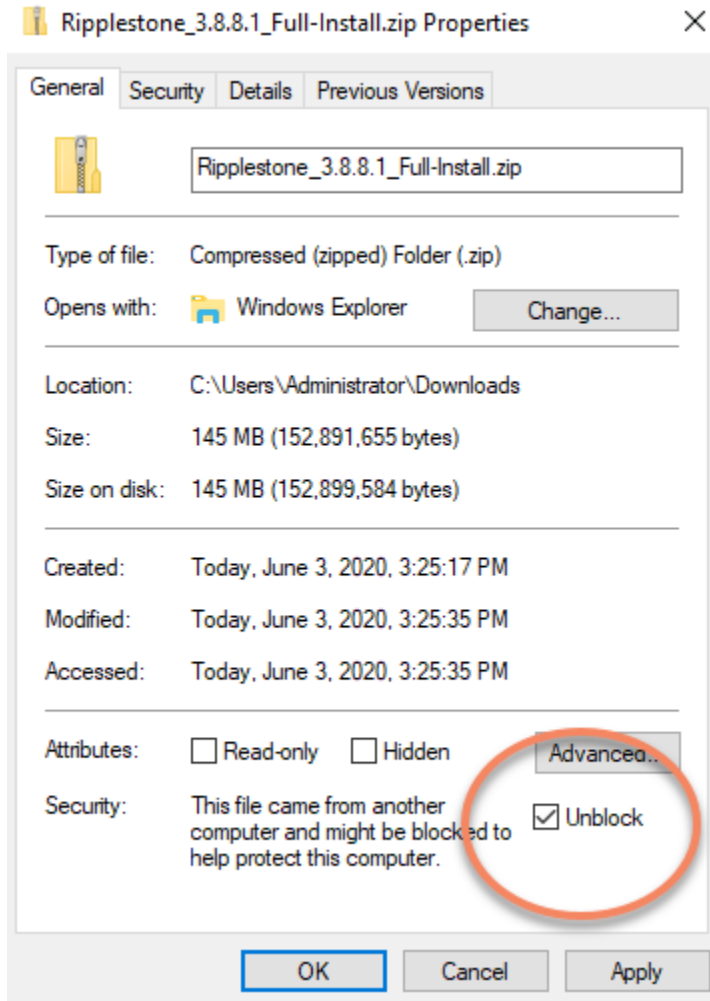
To install the Runtime Engine, find the file “CRRuntime_32bit_13_0_24.msi” and double click to start the install. The exact version of the runtime engine might be different.





Installing 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 checkbox if it is displayed and then click the OK button.

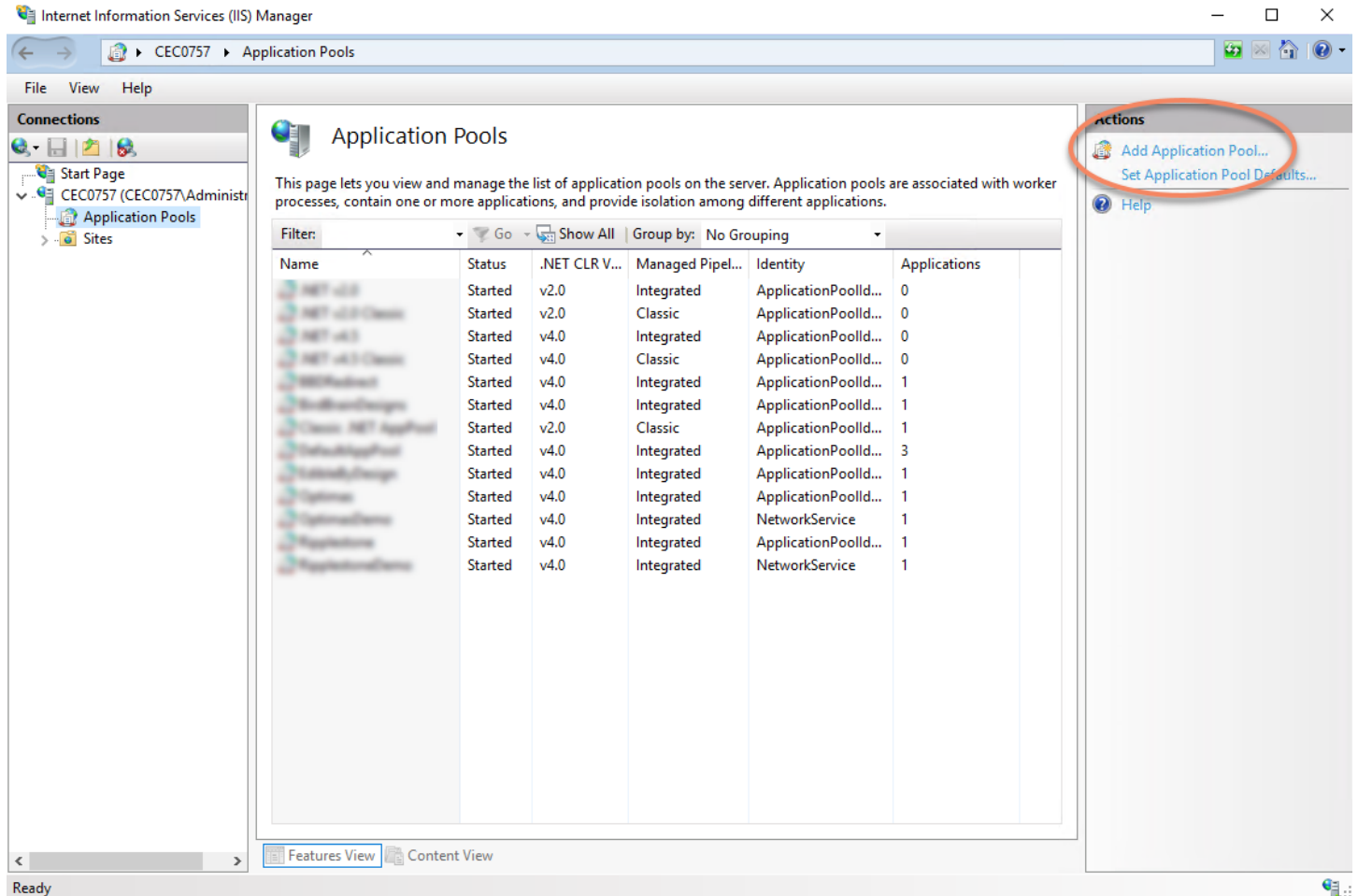


Create the Ripplestone Website Folder

- 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



Add Application Pool

Name:

Ripplestone

.NET CLR version:

.NET CLR Version v4.0.30319

Managed pipeline mode:

Integrated

☒ Start application pool immediately

OK Cancel

Open the Advanced Settings for the Application Pool

Change the Enable 32-Bit Applications to True. Make sure that the Identity is running under Network Service and that the Idle Time-out is set to 60 minutes

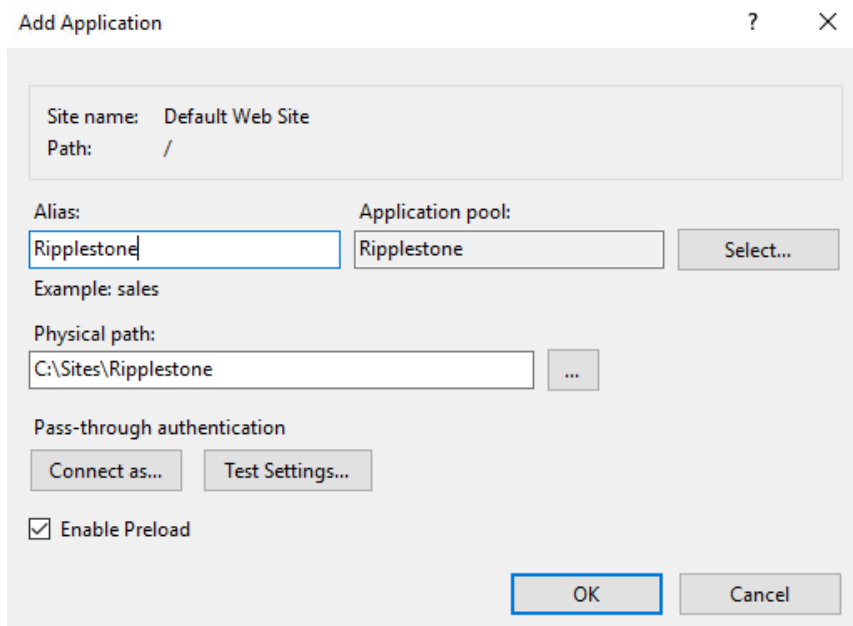
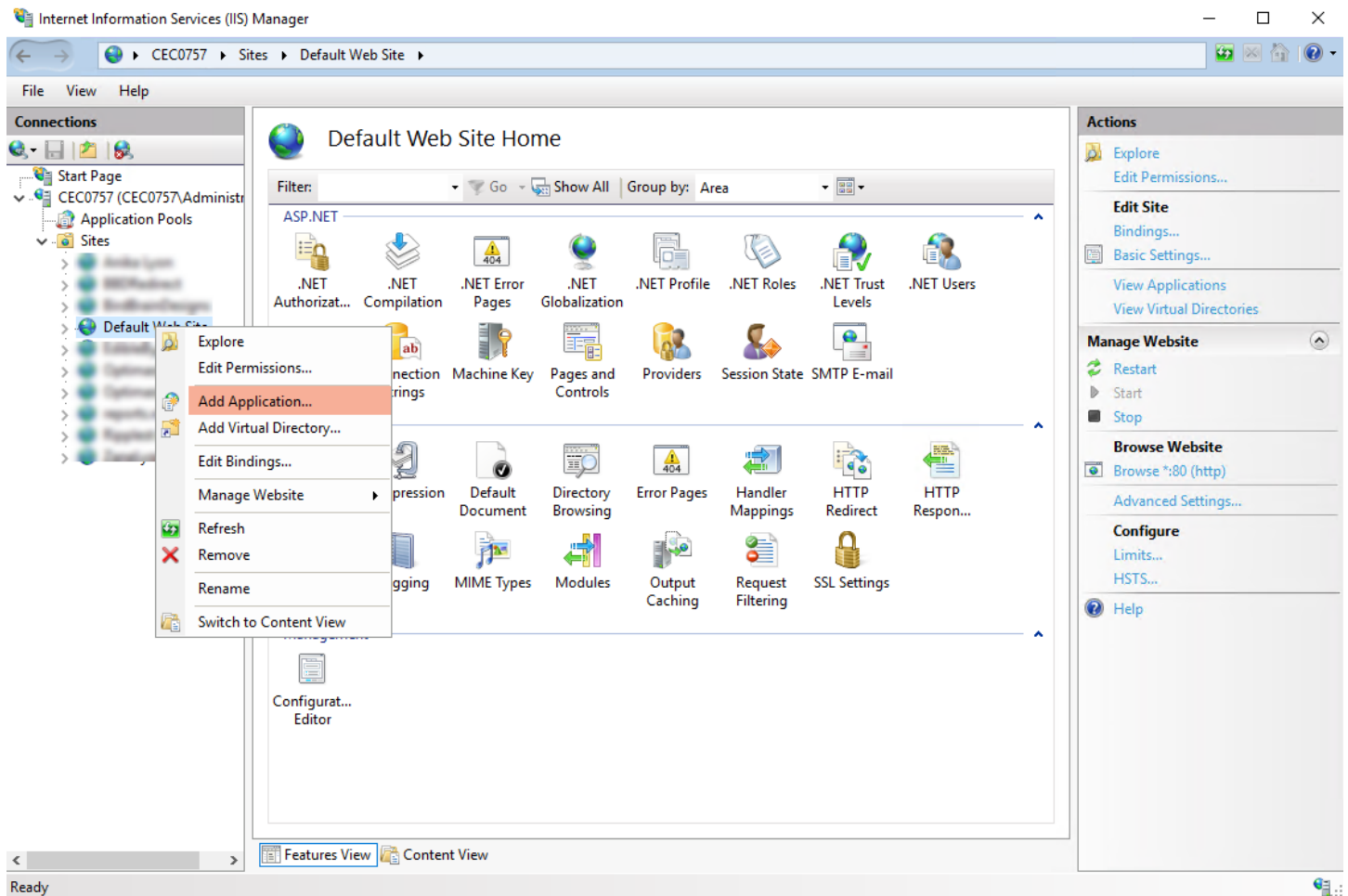
Advanced Settings ? X

(General)	
.NET CLR Version	v4.0
Enable 32-Bit Applications	True
Managed Pipeline Mode	Integrated
Name	Ripplestone
Queue Length	1000
Start Mode	AlwaysRunning
CPU	
Limit (percent)	0
Limit Action	NoAction
Limit Interval (minutes)	5
Processor Affinity Enabled	False
Processor Affinity Mask	4294967295
Processor Affinity Mask (64-bit option)	4294967295
Process Model	
Generate Process Model Event Log Entry	
Identity	NetworkService
Idle Time-out (minutes)	60
Idle Time-out Action	Terminate
Load User Profile	False
Maximum Worker Processes	1
Ping Enabled	True
Ping Maximum Response Time (seconds)	90

(General)

OK Cancel

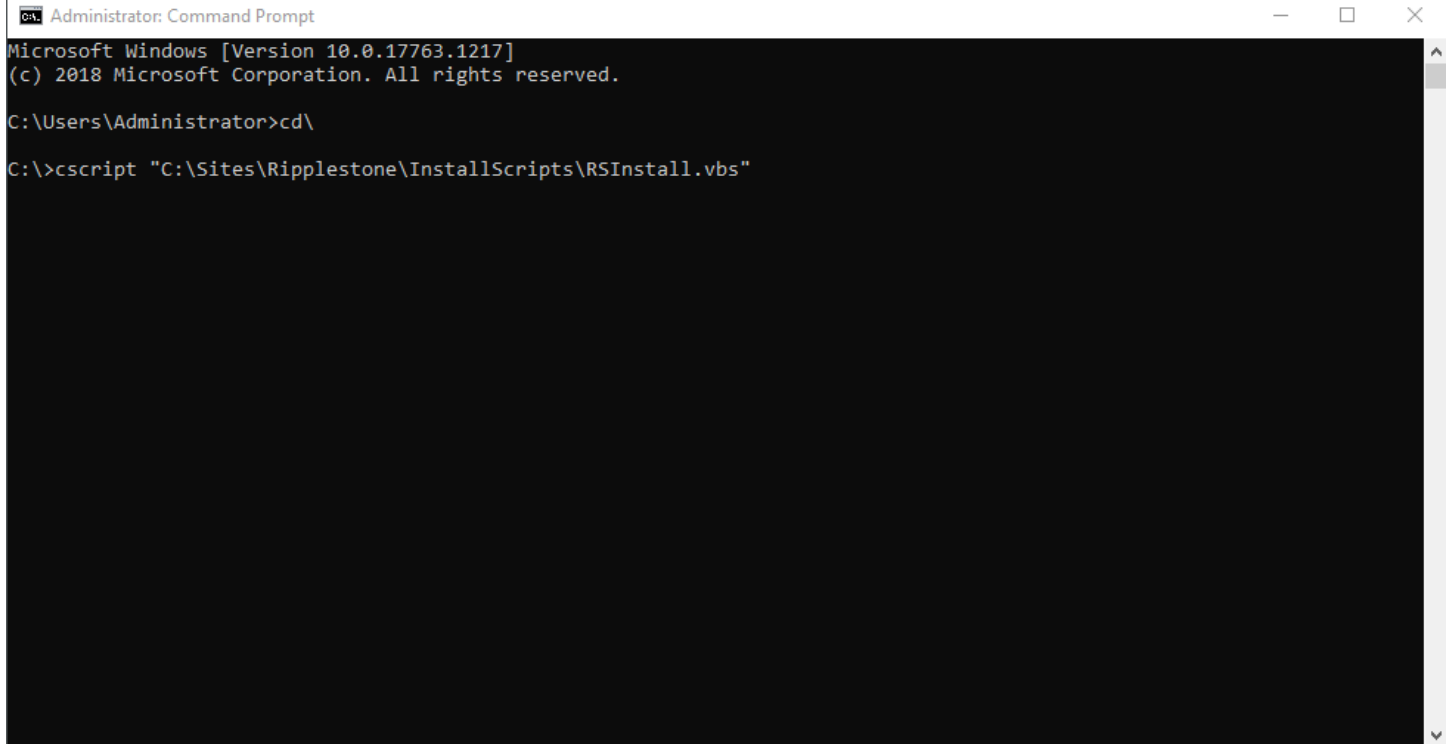
Create a new Web Application called Ripplestone and using the new Ripplestone Application pool. The Path should be C:\Sites\Ripplestone.



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"

A screenshot of a Windows Command Prompt window titled "Administrator: Command Prompt". The window has a black background with white text. The text shows the Windows version (10.0.17763.1217) and copyright information (© 2018 Microsoft Corporation). The user is in the C:\Users\Administrator directory. The command "cscript \"C:\Sites\Ripplestone\InstallScripts\RSInstall.vbs\"" has been entered at the prompt.

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.1217]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>cd\

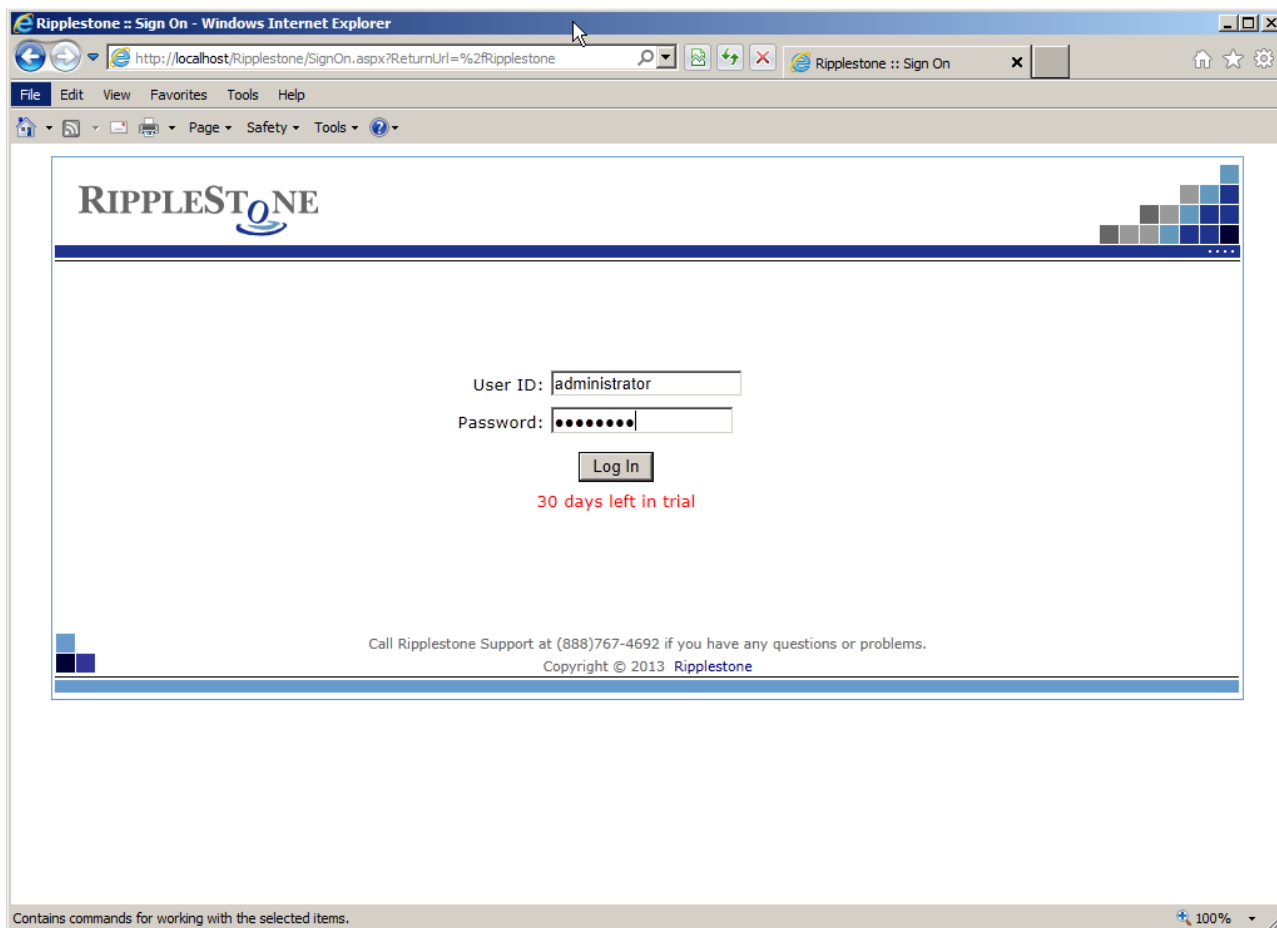
C:\>cscript "C:\Sites\Ripplestone\InstallScripts\RSInstall.vbs"
```

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>

The screenshot displays the IIS Manager console for the /Ripplestone Home website. The main area is organized into three sections: ASP.NET, IIS, and Management. The ASP.NET section includes icons for .NET Compilation, .NET Globalization, .NET Profile, .NET Trust Levels, Application Settings, and Connection Strings. The IIS section includes icons for Authentication, Compression, Default Document, Directory Browsing, Error Pages, Handler Mappings, HTTP Response, Logging, MIME Types, Modules, Output Caching, and SSL Settings. The Management section includes an icon for IIS Manager Permissions. On the right side, the Actions pane is visible, showing options like Explore, Edit Permissions..., Basic Settings..., View Virtual Directories, Manage Application, Browse Application, Advanced Settings..., Deploy, Export Application..., Import Application..., Help, and Online Help.

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.

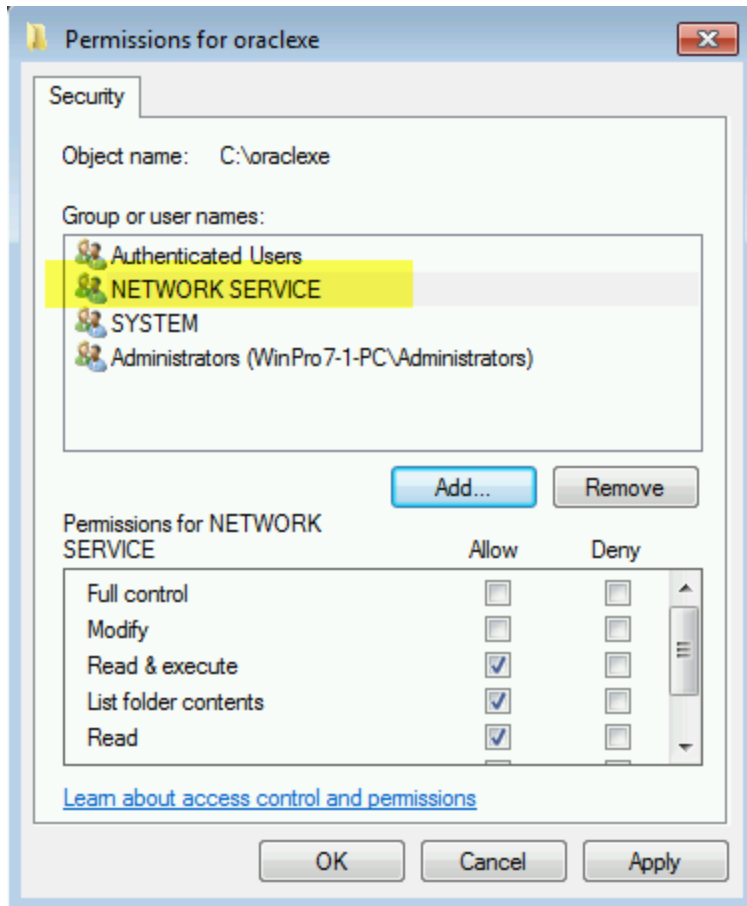
To find the install location for Oracle you can look in the Registry

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.