

Governance, Risk & Compliance

Quick Update Guide for Server and Standalone Systems

ComplianceOne® Solution

Governance, Risk & Compliance

Quick Update Guide for Server and Standalone Systems

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Before You Begin

- ❑ Verify service packs are up-to-date on the ComplianceOne server.
- ❑ If not already using .NET 4.5.X or if you have not already installed, install the .NET 4.0 patch from <http://support.microsoft.com/kb/2580188/en-us>.
 - Important: MS SQL Server 2012 Native Client version 11.4.7001.0 or newer is required for the server and all clients prior to updating to 2019.1. To confirm which version of Native Client is installed, open Control Panel, Programs and Features and the line entry will list the Native Client version number on the far right. If you have an earlier version, you can download an updated Native Client at <https://www.microsoft.com/en-us/download/details.aspx?id=50402>.
- ❑ Review the ComplianceOne system and software requirements, available on the SupportLine web site: <http://www.wolterskluwerfs.com/support/>
 - Add proxy server/firewall exceptions, if needed. (Refer to Appendix F in the Update Installation Instructions.)
- ❑ Review the Release Notes for this release, so that you and system users can be prepared for changes.
- ❑ If your SQL Server is on a different machine, remember that you need to perform the installation from the update material source twice, first on the database server and again, on the application server.

■ **Note**

- If your SQL Server is on a different machine, please note that separate database server install instructions are available in the *Installation Instructions for Updates* document, beginning on page 16.

- ❑ Verify that all users have logged out of ComplianceOne. No one should be using ComplianceOne during the update installation.
 - Open administration > Utilities > Logout Users - Make sure all users are logged out
 - Select the Prohibit logons check box for Lending, Mortgage, and Deposit.
- ❑ Back up your ComplianceOne databases and files.
- ❑ You must log in with administrative rights to any machine receiving any part of this update.
- ❑ Find the SQL login name and password to run ComplianceOne. This information is in the gulfpak.ini file, located in the root of your ComplianceOne directory.
- ❑ If File Replication is used, disable it.
 - Once the update has successfully completed, you can re-enable file replication.

- Disable your anti-virus application just before beginning the update.
 - Once the update has successfully completed, you can re-enable the anti-virus application.

Install ComplianceOne Server Components

- **Note for Applications Using IIS:**
- During installation Microsoft Internet Information Services (IIS) will stop and restart automatically.

- Browse to the ComplianceOne material source and locate the setup.exe file.
- To initiate the install, right click on setup.exe and select Run as Administrator.
- On the **Documentation Agreement** window, read the documentation agreement and select **I have read the installation instructions and release notes**. Click **Next**.
- On the **Setup Type** window, select **Complete**. Click **Next**.

- **Note:** If your SQL database is on a separate server see the full update installation guide beginning with the section, "Database on a Different Machine."

- On the **Ready to install the Program** window, click **Install**.

Components will be installed in the following order for a Complete Install: Databases, web services, ComplianceOne server, and client.

Install ComplianceOne Database

- ❑ On the **Welcome to the InstallShield** window, click **Next**. There may be a short pause while the program initializes.
- ❑ On the **Database Server** window:
 - ❑ In the “Database to install to” section, verify the correct SQL instance appears in the database server field. If it is not, type the correct name of the instance.

■ **Note:** Using localhost is not an acceptable address for your database server. Please choose a computer name or use an IP address.

- ❑ In the “Connect using:” section, enter the SQL login ID and **Password**.
 - The ComplianceOne SQL login defaults into the Login ID box. Windows authentication for SQL Server login is not supported in ComplianceOne at this time.
 - ❑ Click **Next** and wait for verification of your database location and login credentials.
 - If you get an error, check the error table in the complete update installation guide or [contact SupportLine](#).
- ❑ On the **Database Backup Reminder** window, click **Next** if you have done the backup.
 - If you have not done the backup, click **Cancel** and perform the backup. You may find online books for SQL Server 2008 and links to books for other SQL Server releases at <http://msdn.microsoft.com/en-us/library/ms130214.aspx>.
- ❑ On the **Destination Folder** window, review the default location and click **Next**.
 - The location defaults from the previous installation.
- ❑ On the **Ready to Install the Program** window, click **Install**.
 - The migration process extracts the data from each of your existing ComplianceOne databases and places it into the new ComplianceOne databases.
 - Your existing 2018.3 databases will remain in place.
- ❑ On the **InstallShield Wizard Completed** window, click **Finish**.

Install ComplianceOne Web Services

- **Note:** The installation program updates Expere DDS Deposit, Expere DDS and Web Services automatically. This process runs in unattended mode; that is, user interaction is not required unless an error occurs.
- If an error occurs, note the error message and contact SupportLine with the error information. For detailed information about error messages, see the “Installation Errors Table” in the complete update installation guide.

Install ComplianceOne Server

- On the **Welcome to the InstallShield** window, click **Next**.
 - There may be a short pause while the program initializes.
- On the **Database Server** window:
 - Verify the database server location.
 - The default is the SQL instance from the last release.
 - Enter your SQL login ID and Password.
 - Click **Next**.
 - The program will connect to the ComplianceOne SQL server instance.
- On the **Web Services Location** window, verify the name or IP address of your ComplianceOne Web Services server. Click **Next**.

■ **Note:** Using localhost is not an acceptable address. Please choose a computer name or use an IP address.

- On the **Destination Folder** window, verify the path is correct and click **Next**.
 - The default path is from your previous release.

■ **Note:** Do not click **Change** to browse to a new installation path at this point. If the path is changed, any business-to-business or core interfaces that you use will no longer work. Also, any custom forms purchased from us would need to be reinstalled by changing the path.

- On the **Ready to Install Program** window, click **Install**.
- On the **InstallShield Wizard Completed** window, click **Finish**.

Install WKFS Interface Manager and ComplianceOne RiskID OFAC Interface

- **Note:** After the ComplianceOne server installation, the Automated Interface Management program updates your ComplianceOne interfaces first and then the WKFS_RiskIDOFAC, all automatically. This process runs in unattended mode; that is, user interaction is not required unless an error has occurred.
- If an error occurs, note the error message and contact SupportLine with the error information. For detailed information about error messages, see the "Installation Errors Table" in the complete update installation guide.

Install ComplianceOne Client

- **Note:** If installing the client on a workstation or Terminal Services server, please use the **Quick Update Guide for ComplianceOne Client** or go to the section, “New Client, Client Update or Terminal Server Installation” in the detailed update installation guide.

- On the **Welcome to the InstallShield** window, click **Next**.
 - There may be a short pause while the program initializes.

- On the **Custom Setup** window:

- Select client features. Features from the previous release are selected by default.

- Ensure you only install features for which you have purchased a license.
- Installing an unlicensed feature places an icon on the desktop that gives an error message when clicked.

- On the “Install to:” section, verify the path is correct.
- Click **Next**.

- On the **Server Destination Folder** window, verify the server path. Click **Next**.
 - If any difficulties are encountered, you may see a server error listed in the error table.

- On the **Client Ready to Install the Program** window, click **Install**.

- On the **InstallShield Wizard Completed** window, click **Finish** twice: once to end the client installation and again to complete the All-in-One Component installation.

- In the reboot notification prompt, click **Yes** to restart your machine.
 - If you click **No**, the installation will end but do not use ComplianceOne without a reboot.

- When the client installations have completed, you will see the **Publishing Required** window. This window serves to remind you that an Administrator must log into Administration and Publish All with Document Properties, found on the Utilities tab. This step is crucial after installing the update.

Validate Installation and Prepare for Use

- Publish your organizations, using the Utilities tab in ComplianceOne administration. Choose the second publishing option, **Organization, Policies, and Document Properties**, then click **Publish All**.
- Re-enable user logons, using the Utilities tab in ComplianceOne administration.

■ **Note:** Please refer to the **Quick Update Guide for ComplianceOne Client** to install the client application.

Post Installation: Custom Forms Users

Add Mod.exe to DEP Exceptions List

This step is a one-time step. You may disregard this step if you have already completed it.

The custom forms installation requires mod.exe to successfully complete. On some ComplianceOne servers, mod.exe will not run correctly unless it has been added to the Data Execution Prevention Exceptions list. Use the following instructions to add mod.exe to the DEP Exceptions list. Note this does not have to be done for clients.

1. From Windows Start, right-click Computer and choose Properties.
2. Select **Advanced System Settings** on the left.
3. From the Advanced tab, click **Settings**.
4. Select the Data Execution Prevention tab.
5. Choose the option to **Turn on DEP for all programs and services except those I select**.
6. Click **Add** and browse to **mod.exe** to add it to the list. The default path for 32-bit systems is **C:\Program Files\ComplianceOne\mod.exe** and for 64-bit systems **C:\Program Files (x86)\ComplianceOne\mod.exe**
7. Click **OK** until you return to the operating system.

Further Information

See the complete ComplianceOne guide, **Installation Instructions for Updates** for detailed help in completing every step in this guide. The complete instructions also cover the following subjects:

- Log Files
- Error Logging
- Troubleshooting
- Uninstall
- Installing and Configuring .NET 4
- Configuring .NET 4 on Windows Server 2008, 2012 and 2016
- Installing ASP.NET MVC3
- Configuring IIS v7.0 or Higher

How to Contact Us

Support Web Site

Visit our Solution Support Web site for documentation downloads, training, or support information at the following location: <http://www.wolterskluwerfs.com/support/>

We believe you will find this to be a valuable and convenient source of support information as well as links to beneficial industry sites.

Downloading

To access the documentation as noted above and in the installation, go to our Software Support Web site, <http://www.wolterskluwerfs.com/support/>. Select Log In from the upper right corner. Enter your User Name and Password. If you are new to this site, register for a User Name and Password. Once you are logged in, follow the links for ComplianceOne documentation.

E-Mail

Questions related to the installation process may be sent to technicalsupport@wolterskluwer.com.

Phone

You can telephone our SupportLine technicians at 1-800-274-2711, ext. 1123660. Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. CST. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. To help us handle your question as quickly as possible, have these items available before you call:

- product name and version number
- customer number
- operating system and version number; service pack numbers, if installed

Fax

You may fax us at (320) 323-4848.