



Offline Audit Installation Manual

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Using this Manual

This manual covers the installation of the Offline Audit Service application (including the temporary SQL database) and also the Offline Audit client. It is recommended that:

- The person undertaking this installation is qualified to do so. A working knowledge of SQL Server and basic Client Server Architecture will be invaluable
- Your system configuration meets the minimum system requirements as outlined in the Q-Pulse 5 installation manual

To use this manual:

1. Follow the steps for the installation, referring to the installation notes when required
2. Activate the licence that unlocks the Offline Audit functionality

Offline Audit Installation Types

Using the installation programs provided it is possible to configure Q-Pulse so that it conforms to one of the following types:

Standard Install

Offline Audit Server and Database on same server: Install both the Offline Audit Application and the Offline Audit Database on to the same server.

Pros: Simple, central installation that covers most business requirements

Cons: The server must do the job of hosting both the Database and the Application

Split Install

Offline Audit Application Server program and Database on different servers: Run the install on the server that will host the application server, then specify the database server when prompted during the install wizard.

Pros: Shares the hosting load over two servers

Cons: Distributed installation is more complex

Performing the Installation

Installation Process

3. Install .NET 4 on the server (and any relevant Windows updates).
4. Run the Server installation program and:
 - a. Install the Offline Audit temporary Database when prompted to do so, see page 6
 - b. Install the Offline Audit Application when prompted to do so
5. Activate your Q-Pulse licence, see page 8
6. Using the Offline Audit client installation, deploy to each PC that requires access to Q-Pulse

N.B. Notes on the individual install screens follow overleaf

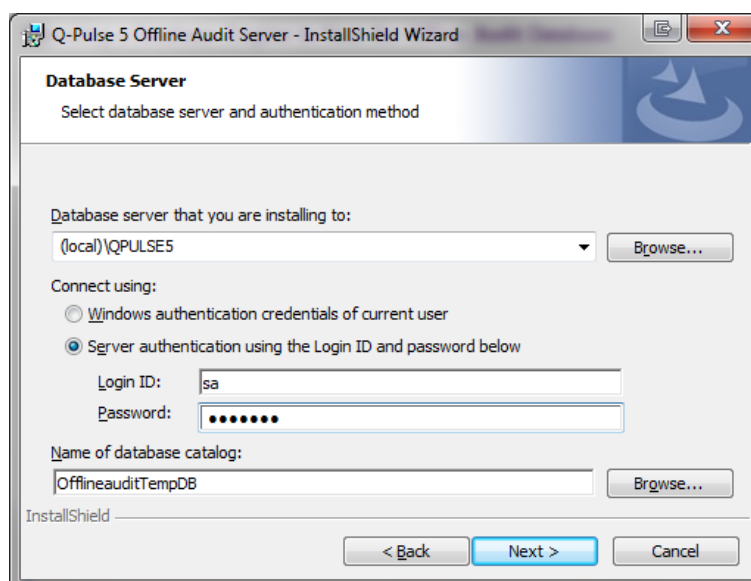
General Installation Notes

Please follow either the install procedures outlined previously using the screen notes on the following pages for reference where required. **N.B.** The screens in the pages that follow may not be shown in the order presented.

- Offline Audit uses case sensitive collation orders but does not affect SQL Server properties
- Anti-Spyware and Firewall Warnings – The Windows Firewall (if active) and other firewall software may ask you whether to block or allow Q-Pulse to connect to your network. To ensure that Q-Pulse operates normally with all firewalls, do not block Q-Pulse*.

*Windows Anti-Spyware and other anti-spyware software may give warnings during the Q-Pulse installation. Please be assured that Q-Pulse sends no information to Gael Ltd or any other third party from your PC and does not constitute a privacy threat. To allow normal operation, do not allow your anti-spyware software to block any of the components being installed.

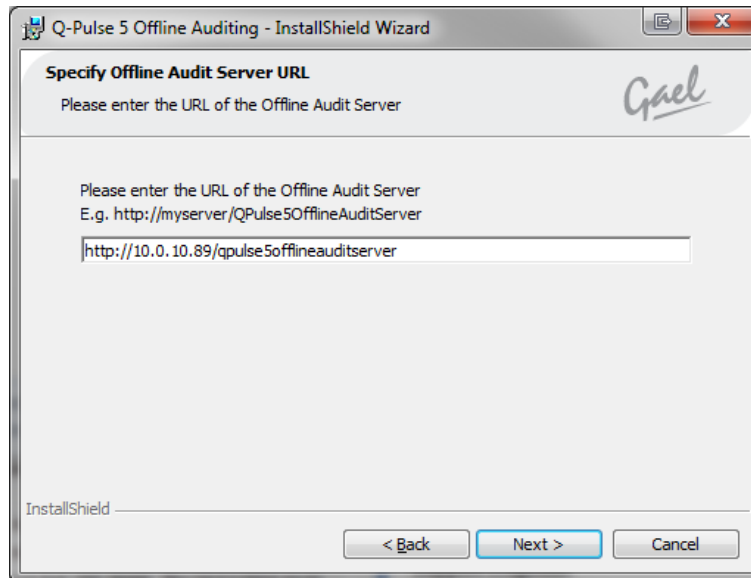
Choosing a Database Engine to Host the Offline Audit Database



1. The database server selected must host either SQL Server or an SQLExpress instance. **NB** Under certain combinations of Windows and SQL Server, browsing for a database server may return fewer than expected or no results. In these circumstances, please enter the name of the database server directly.
2. Ensure you use Server authentication, specifying a Login ID and Password with access to create a database on this host *

* The login ID/password asked for is for database connectivity/management only; it has no bearing on the password that is used to log in to Q-Pulse or Offline Audit. See your database administrator for information on this account.

Installing the Offline Audit Client



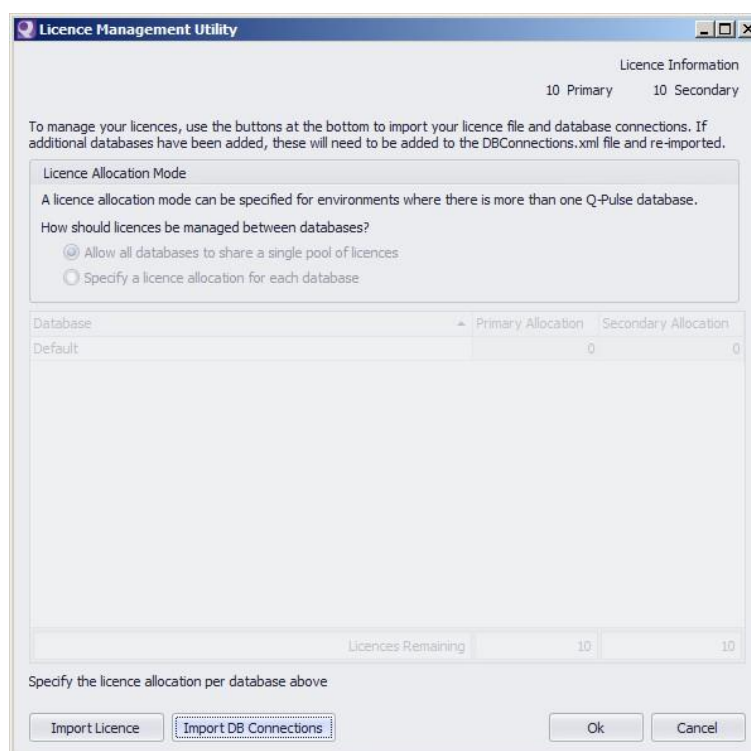
Enter the address of the Offline Audit website. This should include the IP address of the server that hosts the Offline Audit Server program.

Activating Licences

Once the Offline Audit Server program has been installed, the licence purchased for the Q-Pulse system must be activated to enable this feature.

To do this:

1. Run the Server Configuration Utility, **ServerConfigUtil.exe**, which can be found in your 'Q-Pulse 5 Server' installation directory.
2. By default this will be C:\Program Files\Gael Ltd\Q-Pulse 5 Server



3. Import your licence file (QPulse5.lic), and Database connections (DBConnections.xml).
4. By Default these are located in C:\Program Files\Gael Ltd\Q-Pulse 5 Server
5. If you have more than one Q-Pulse database, select a Licence Allocation Mode. If you choose to 'Specify a licence allocation for each database' you can define separate primary and secondary allocations in the subsequent database list.
6. Click OK to complete the process.
7. On the application server, start the 'Q-Pulse5 Server' service.

Logging on to Offline Audit

When logging on for the first time, use your existing Q-Pulse credentials.

Windows Authentication – The logon procedure differs significantly if Windows Authentication is enabled; see the online help system for information on configuring Windows Authentication from within the Q-Pulse Administration console.

Offline Audit cannot be used to set-up Windows Authentication for the first time. Windows Authentication for user accounts should be configured and tested within Q-Pulse prior to using Offline Audit.

Uninstalling the Software

To remove the Offline Audit installation from your system, each part must be uninstalled separately:

1. The Offline Audit client may be removed from each machine via 'Add or Remove Programs'
2. The Application Server Program may be removed from the server via 'Add or Remove Programs'
3. The database installed to SQLExpress or SQL Server, should be removed using SQL Server Configuration manager or other suitable tools

Troubleshooting

All errors will be saved in the event log except for unknown errors which will display the unhandled exception dialog.

Known Issues

There was an unexpected error on the server. An event has been logged for your system administrator.

This error will occur if the Offline Audit server has been setup using Windows Authentication instead of SQL Authentication. This can be changed by editing the `web.config` in the Offline Audit Server IIS directory. By default, this will be `C:\inetpub\wwwroot\QPulse5OfflineAuditServer`.

To make this change:

1. Go to the Offline Audit Server IIS directory.
2. Open `web.config` in Notepad.
3. Find the line:

```
<add name="OfflineAuditTempDB" connectionString="data source=(local)\QPULSE5;initial catalog=OfflineauditTempDB;user=sa;password="></add>
```

4. Change this to include the password of the SA account for the SQL server hosting the Offline Audit database. The contents should look similar to the following:

```
<add name="OfflineAuditTempDB" connectionString="data source=(local)\QPULSE5;initial catalog=OfflineauditTempDB;user=sa;password=abc@123"></add>
```

NB The above example shows the SQL server as `(local)\QPULSE5`. This may appear differently depending on your system configuration.

When Logging On

Password or username is incorrect

Possible cause:

- Wrong user name
- Login not enabled for that user.
- Wrong password
- Windows Authentication is enabled but the Common Name of the logged on Windows user cannot be found in the Q-Pulse database

Could not identify the current windows user as a Q-Pulse user

Windows Authentication has been enabled but the current Windows user has not been associated with a Q-Pulse account. To resolve this, login to Q-Pulse (specifying your Q-Pulse username and password when prompted), then log out and re-launch Offline Audit.

The Q-Pulse licence has expired

Server licence has expired. The licence must be renewed, please contact us to arrange this.