



12d Synergy FRS Installation Guide

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12d Synergy FRS Installation Manual

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1.0 INSTALLING THE 12D SYNERGY FILE REPLICATION SERVER

If you have already installed the 12d Synergy File Replication server, you do not need to complete a full install. Please see the section entitled Upgrading the 12d Synergy File Replication Server.

1.1 Service account and password

A service account is the user under which the 12d Synergy FRS is run. It should have administrative rights on the computer. A service account must have the Log on as a Service right, but this can be applied after installation, and in some cases, can be applied automatically.

1.2 Master Server

You will be prompted for the address and port number of the 12d Synergy Master Server – this should be accessible by the FRS once installed.

1.3 Data directory

You will be prompted for a location to store data during the installation.

This storage area could become quite large, depending on your usage and needs. It can be migrated at a later date if need be. Note that if you should not use a mapped network drive unless you can guarantee the drive letter will be available when the 12d Synergy Server service starts.

1.4 Required Components

You will need to know if you have a SQL Server database installed and the details to connect to it. If you do not have one installed, 12d Synergy can install one for you.

If you do have a SQL Server you wish to use, you will need to know:

1. The server address and instance name
2. The name of the database

1.1 FRS Install File

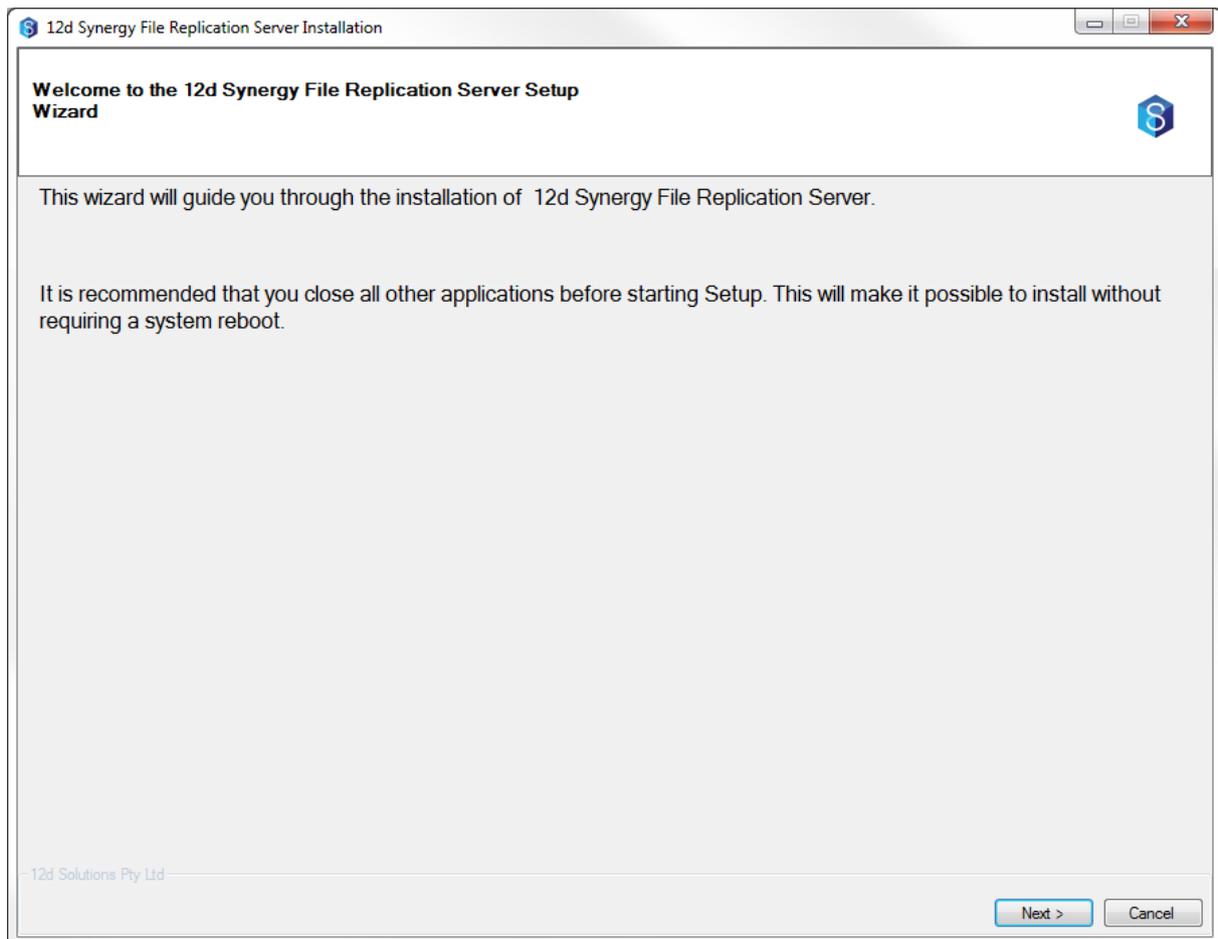
Before you get started, you will need to have created a new File Server entry on your Master Server, via the Administrator.

When you have done so, you will be supplied with an install file, which is necessary for this installation process.



2.0 PERFORMING THE INSTALLATION

2.1 Welcome to the 12d Synergy FRS Installation



This is the welcome page. Click next to continue.



2.2 End User License Agreement

12d Synergy End User License Acceptance

Please read the terms and conditions of use for 12d Synergy. Installing this product is considered acceptance of this license.

This Service Level Agreement (“SLA”) details the service commitment by 12d Solutions Pty Ltd (“12d”) to the Customer which has licensed the use of the Document Management Product identified as 12d Synergy (the “Software”).

The Software consists of software that resides on a server (“Server Software”) and software that resides on the end-user’s computer (“Client Software”). Unless stated specifically Software, Server Software, Client Software may be used interchangeably, and will be interpreted in the context in which it is used.

The Client Software is available on an annual subscription basis. This SLA applies only during the term of the subscription. The Customer’s subscription start on the Activation Date and the expiry date is on the anniversary of the Activation Date.

The Server Software is available on an initial upfront fee with an obligatory annual maintenance contract.

The Software is provided on an “as is” bases. 12d does not warrant the Software will operate uninterrupted, error free, or completely secure as 12d does not control the flow of data or the performance of data over the Customer’s computer network, which the Software is dependent upon.

1. Definitions

“Activation Date” means the date a License Key is registered for activation of Software.

“Business Day” means normal working day in the time zone where 12d is located, which is GMT+10 hours.

“Customer” means the party identified as the purchasing organization to this Agreement.

I have read and accepted the terms of this Software License Agreement

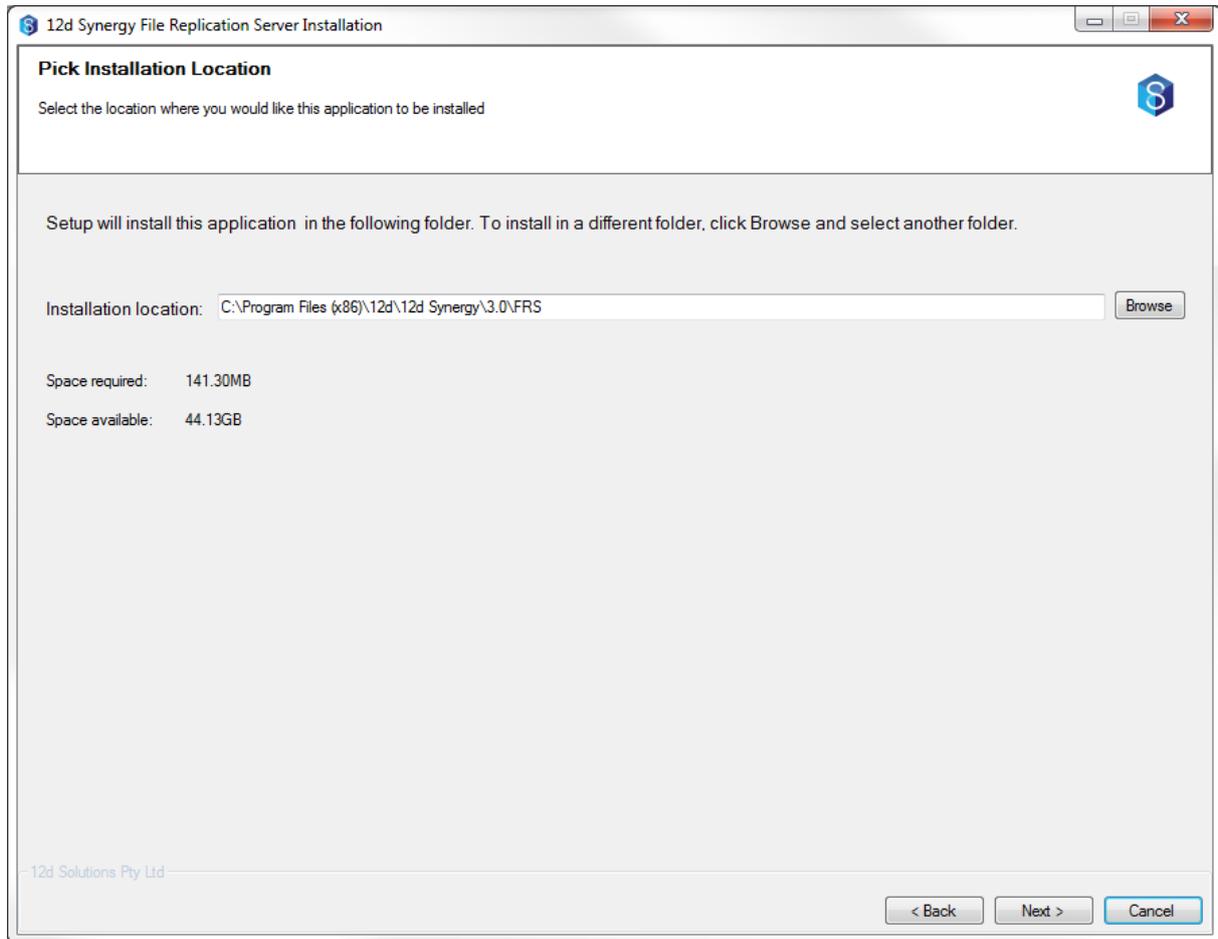
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Next > Cancel

To install the 12d Synergy FRS, you must accept the license agreement before clicking ‘Next’



2.3 Pick Installation Location



Choose the installation location – it is recommended this is left as the default pre-defined setting. Click next when you have selected the location to install to.



2.4 Configure the 12d Synergy FRS – Port and Login Details

Setting	Description
Port	The primary port for communication to the master server, from other FRSs or users. You can change this but it is recommended to leave it at port 1250
Service account	<p>The login name of the account. If you are on a domain, enter it in the format: Domain\UserName</p> <p><i>e.g. YourCompany\ServiceAccount</i></p> <p>If you are not on a domain, enter it in the format: .\ServiceAccount</p> <p>The service account must have administrative access.</p>
Service password	The password of the service account

Note: The installer will attempt to test these credentials. In some cases, it may be possible for an incorrect result to this test, depending on the complexity of your network. This test should be taken as a



guideline only - a failed result can be ignored if you are sure your credentials are correct.

2.5 Configure the 12d Synergy FRS - Database

12d Synergy Server Installation

Configure the 12d Synergy Server Database

Enter the configuration settings for the database

12d Synergy requires a version of Microsoft SQL Server to run. If you don't have one already, this installation can install one for you. This is not recommended for large installations.

Microsoft SQL Server is already installed.

Install Microsoft SQL Server Express 2014

Database Server

12d Synergy requires Microsoft SQL Server 2008 R2 or later to run.

If you already have your own copy of SQL Server installed, it is recommend you use it. Otherwise, 12d Synergy can install the Express (2014) edition for you.

Note that the Express version may not be suitable for larger installations of 12d Synergy, as the database is limited to 10 gb in size. This is a restriction on meta data, not on file content.

You can always upgrade to a full instance of SQL Server later, if required.

< Back Next > Cancel

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You can now choose if you are using a pre-existing SQL Server, or if you would like 12d Synergy to install a new copy of SQL Server Express 2014 for you.

Note: If you choose to install SQL Server 2014 express, you must accept Microsoft's terms and conditions for the use of SQL Server 2014.



2.6 Configure the 12d Synergy FRS – SQL Already Installed

Configure the 12d Synergy Server Database

Enter the configuration settings for the database

Database instance: localhost
The SQL Server database server and instance

Database name: 12dSynergy
Database will be created if it doesn't exist

Database security: Windows Security

Test Connection

SQL Server Setup

Use this screen to enter the details for connecting to SQL Server.

The following fields are required:

Database instance	The address of the SQL Server - this might be a named instance so it's important to check. SQL Server Manager might help you identify your server location. You should also favour the use of a computer name over an IP address if possible, as TCP/IP is often not enabled by default. <i>e.g: YourServer</i> or <i>YourServer\YourInstance</i>
Database name	The name of the database to store 12d Synergy data in
Database security	How to log in - using the Service Account or another username / password combination. Windows security is generally recommended, but requires that the Service Account you nominated earlier has access to the database.

< Back Next > Cancel

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If you choose to use an existing SQL Server, you will be prompted for the above information. If you chose to have one installed for you, you can skip this step.

Setting	Description
Database instance	The address of the SQL Server – this might be a named instance so it's important to check. SQL Server Manager might help you identify your server location. You should also the favour the use of a computer name over an IP Address if possible, as TCP/IP may not be enabled. <i>e.g: YourServer</i> or <i>YourServer\YourInstance</i>
Database name	The name of the database to store 12d Synergy data in
Database security	How to log in – using the Service Account or another username / password combination. Windows security is generally recommended, but requires that the Service Account you nominated earlier has access to the database. If you use SQL Server security, you will be prompted for a user name and password.

You can use the Test Connection button to test your settings against your database server.



2.7 Configure the 12d Synergy FRS – Server Settings

Configure the 12d Synergy File Replication Server

Enter the configuration settings for the server

Master server:
The address of the master server

Master port:
The file transfer port number for the master server

Host address:
The name of this server

FRS install file:
A file generated by the master server to help seed the FRS

Server Settings

Use this screen to set up additional information about how your server will behave, including settings for how the server will send emails to your users.

The following fields are required:

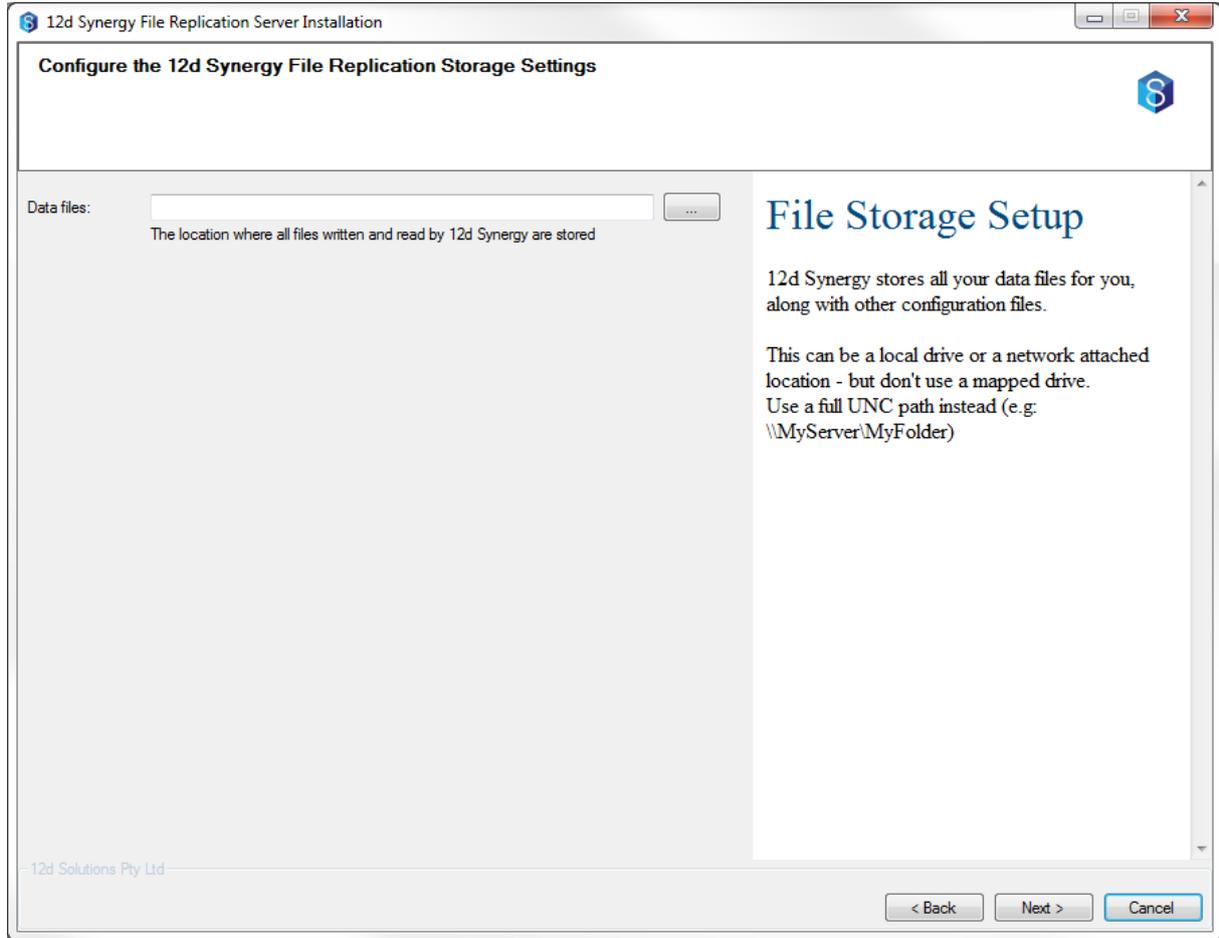
Host address	The name of the server - this helps identify the server to the 12d Synergy explorer. This will be filled out automatically for you and should not need to be changed in most cases.
Master server	The address of the master, or primary, 12d Synergy server
Master port	The file transfer port used by the master server
FRS install file	A file generated by the master server for a new install of the FRS.

< Back Next > Cancel

Setting	Description
Master server	The address of the primary 12d Synergy, or Master, server
Master port	The file transfer port used by the 12d Synergy Master server
Host address	The name of the server you are installing – this helps identify the FRS to the 12d Synergy clients
FRS Install file	You must have an FRS install file which is generated by the 12d Synergy FRS.



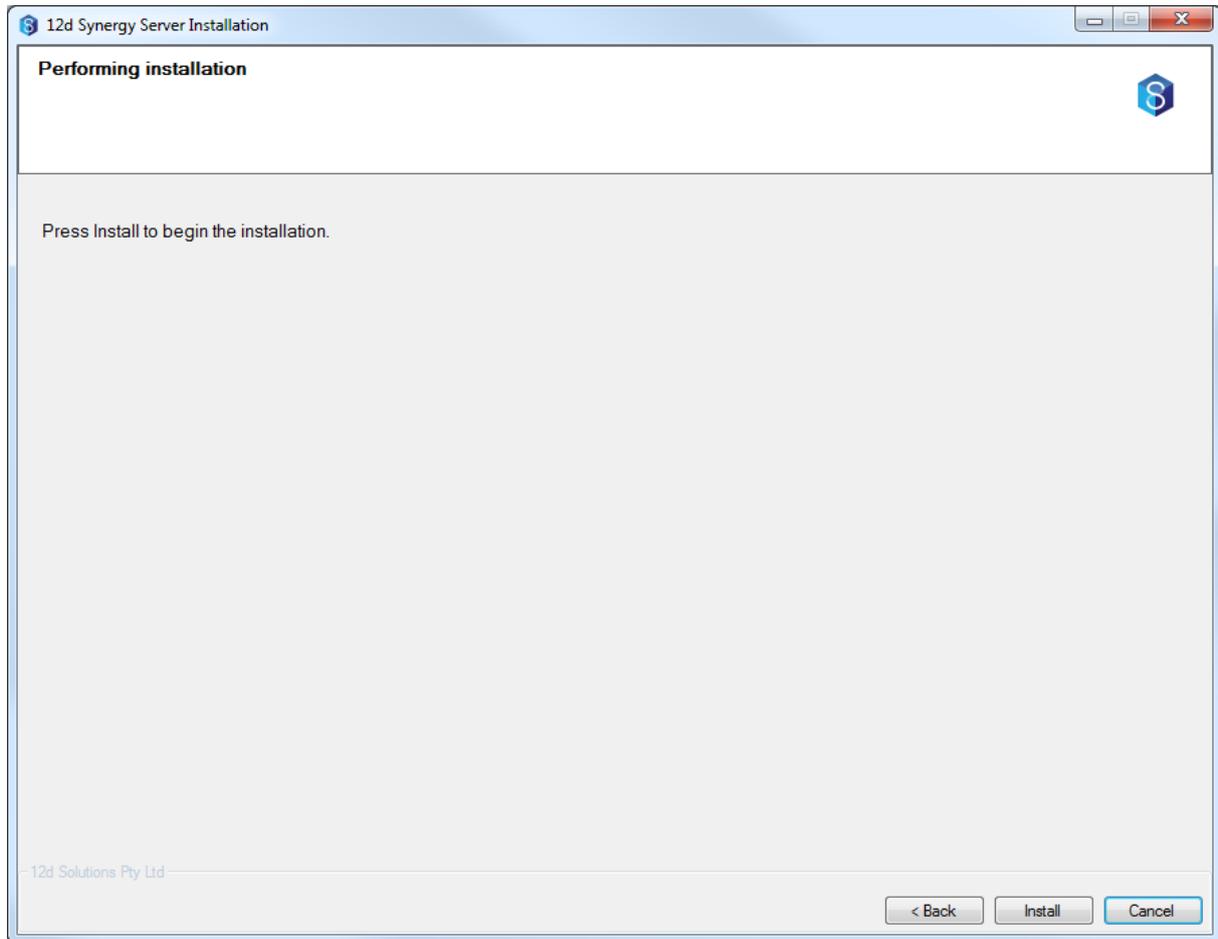
2.8 Configure the 12d Synergy FRS - Storage Settings



Setting	Description
Data Files	<p>12d Synergy stores all your data files for you, along with other configuration files.</p> <p>This can be a local drive or network attached location – but don't use a mapped drive unless you can guarantee it will exist when the service starts.</p> <p>Use a full UNC path where possible. (e.g: \\MyServer\MyFolder)</p>



2.9 Performing Installation



You are now ready to perform the installation. Click install to begin.

3.0 VERIFYING THE INSTALLATION

To verify that the installation has worked,

1. Go to Start -> Control Panel -> Administrative Tools -> Services in Microsoft Windows.
2. Find the service named 12d Synergy File Replication Server
3. Ensure it is started



If it has not started, try the following steps:

1. Double click the service
2. Choose the log on tab
3. Re-enter the password for the Service Account and click OK
4. If this was not a service account, it will now be given the Service Account attribute by Windows
5. Right click and 'Start' the service

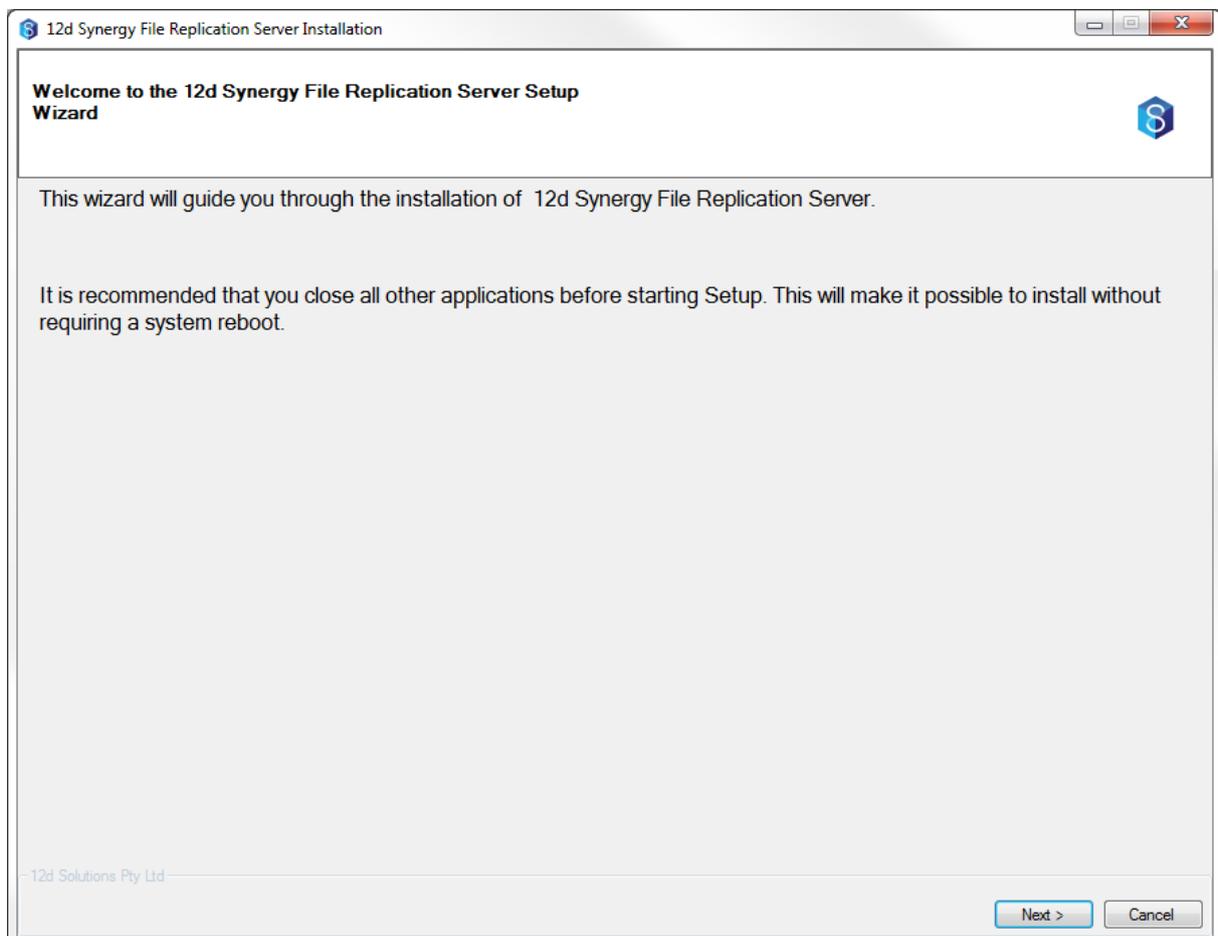
If the service has still not started, please consult the Windows Event Viewer for more details.

4.0 UPGRADING THE 12D SYNERGY FRS

To upgrade the 12d Synergy server, you do not need to run the full installer each time. The upgrader will remember your settings from last time and unless anything has changed, the upgrade should be quick and easy.

Make sure you uninstall the existing 12d Synergy FRS – this will not delete your data

4.1 Welcome to the 12d Synergy FRS Installation





This is the welcome screen. Click next.

4.2 Configure the 12d Synergy FRS

Configure the 12d Synergy File replication Server

Configure the service account and port number under which this 12d Synergy File Replication Server will run

Port number: 1250
The unique 4-6 digit number on which the server will accept communications.

Service account: .richard
The account to run the server service under (Domain\Username or \Username for a local account)

Service password: *****

Service Accounts

A service account is a special user account that allows 12d Synergy File Replication Server to run even when no one is logged in. This account should have the *Log On As a Service* right or the server may not start.

The following fields are required:

Service account	The login name of the account. If you are on a domain, enter it in the format: DOMAIN\UserName e.g. <i>YourCompany\ServiceAccount</i> If you are not on a domain, enter it in the format: \ServiceAccount The service account must have administrative access.
Service password	The password of the service account

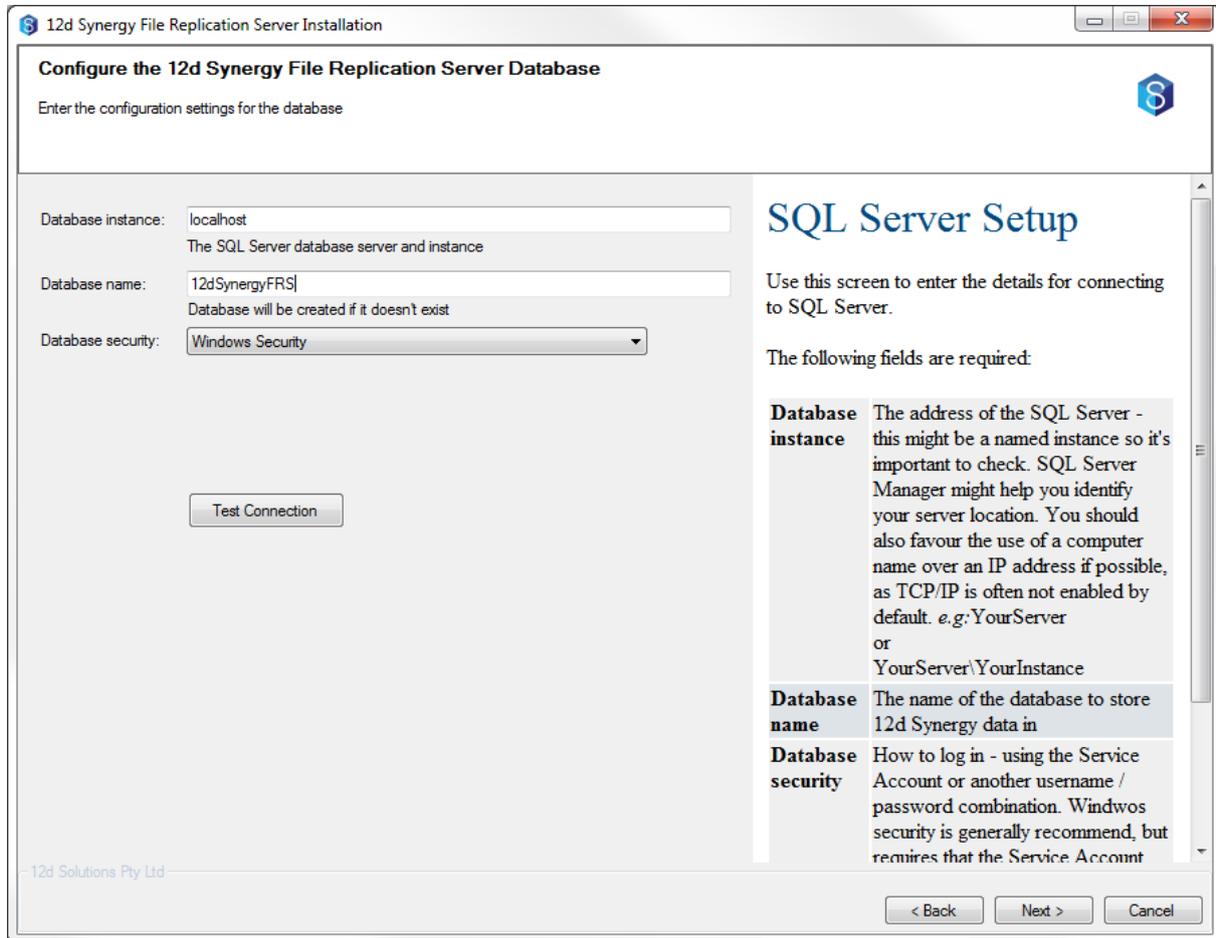
Next > Cancel

Setting	Description
Port number	The primary port for communication to the master server and from users. You can change this but it is recommended to leave it at port 1250.
Service account	The login name of the account. If you are on a domain, enter it in the format: Domain\UserName <i>e.g. YourCompany\ServiceAccount</i> If you are not on a domain, enter it in the format: \ServiceAccount The service account must have administrative access.
Service password	The password of the service account



Note: The installer will attempt to test these credentials. In some cases, it may be possible for an incorrect result to this test, depending on the complexity of your network. This test should be taken as a guideline only - a failed result can be ignored if you are sure your credentials are correct.

4.3 Configure the 12d Synergy FRS - Database



If you choose to use an existing SQL Server, you will be prompted for the above information. If you chose to have one installed for you, you can skip this step.

Setting	Description
Database instance	The address of the SQL Server – this might be a named instance so it’s important to check. SQL Server Manager might help you identify your server location. You should also the favour the use of a computer name over an IP Address if possible, as TCP/IP may not be enabled. <i>e.g: YourServer or YourServer\YourInstance</i>
Database name	The name of the database to store 12d Synergy data in
Database security	How to log in – using the Service Account or another username / password combination. Windows security is generally recommended, but requires that the Service Account you nominated earlier has access to the database. If you use SQL Server security, you will be prompted for a user name and password.



You can use the Test Connection button to test your settings against your database server.

4.4 Configure the 12d Synergy FRS - Server Settings

12d Synergy File Replication Server Installation

Configure the 12d Synergy File Replication Server

Enter the configuration settings for the server

Master server: localhost
The address of the master server

Master port: 1250
The file transfer port number for the master server

Server Settings

Use this screen to set up additional information about how your server will behave, including settings for how the server will send emails to your users.

The following fields are required:

Host address	The name of the server - this helps identify the server to the 12d Synergy explorer. This will be filled out automatically for you and should not need to be changed in most cases.
Master server	The address of the master, or primary, 12d Synergy server
Master port	The file transfer port used by the master server
FRS install file	A file generated by the master server for a new install of the FRS.

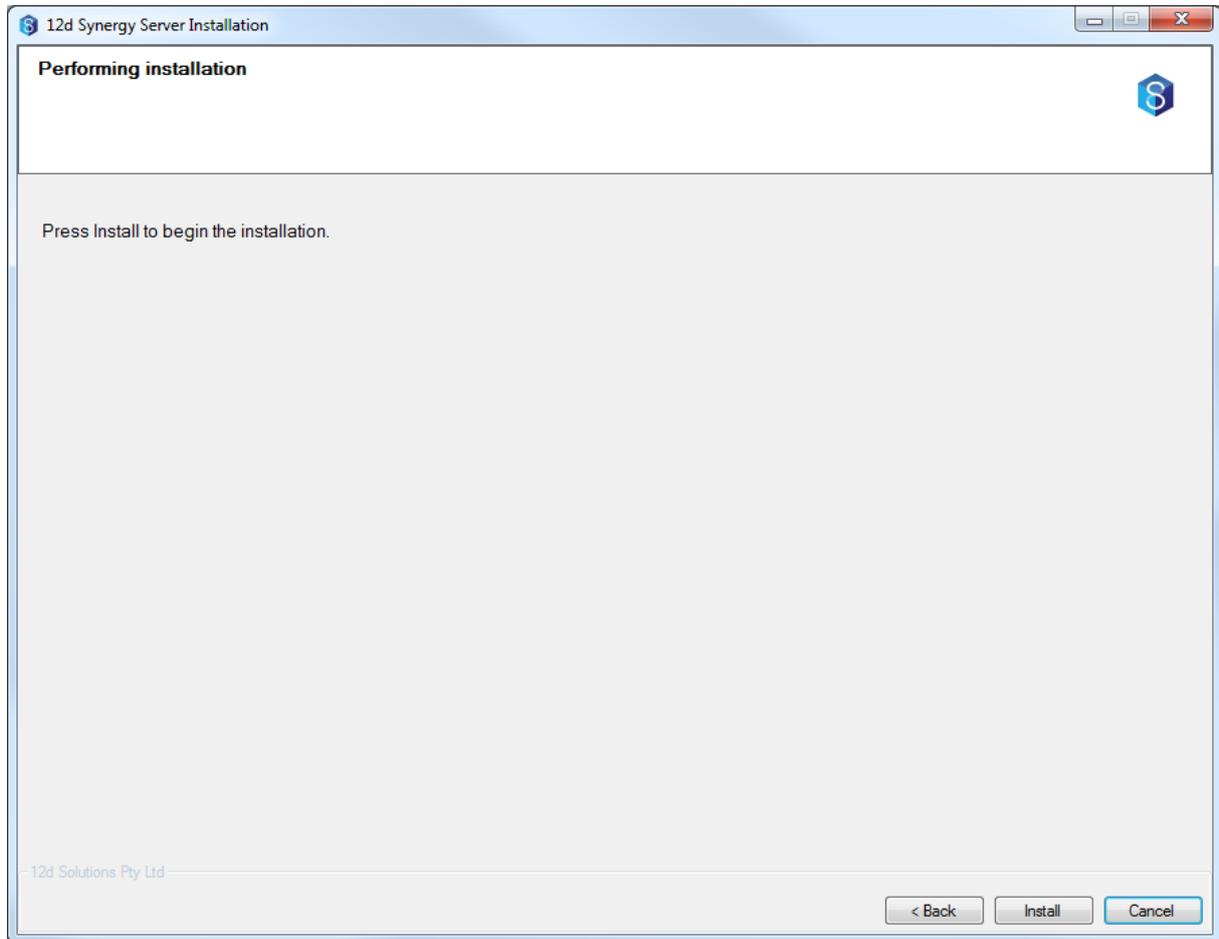
< Back Next > Cancel

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Setting	Description
Master server	The address of the primary 12d Synergy, or Master, server
Master port	The file transfer port used by the 12d Synergy Master server



4.5 Performing Installation



You are now ready to begin the upgrade. Click install to start the upgrade process.



5.0 SILENT INSTALLATIONS

The 12d Solutions Installer is capable of performing silent installations, which may assist in automatic rollouts of upgrades.

5.1 Generating an Answers File

To perform a silent installation, you will need to generate an answers file.

To do so, provide the following argument:

`-o PathToAnswersFile`

For example,

```
12dSynergy_Server_Upgrade_x86.exe -o c:\temp\answers.txt
```

When the installation is completed, an answers file will be generated for use time.

5.2 Performing a Silent Installation

To perform a silent installation, specify the following arguments on the command line:

`-gm2 -m silent -a PathToAnswersFile`

If you would like to also automatically uninstall the product first, use these arguments

`-gm2 -m silent -u -a PathToAnswersFile`

For example,

```
12dSynergy_Server_Upgrade_x86.exe -gm2 -m silent -u -a c:\temp\answers.txt
```

