



Installation Guide

Version 3.6.1

Developed by



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Facultative Application Console

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Introduction/Welcome

The Facultative Application Console is an application designed to facilitate the flow of facultative applications from direct writers to various reinsurers. In addition to improving the turnaround time for reinsurance offers, FAC Console will provide case management and reporting capabilities. Entered cases will be distributed to selected reinsurers via encrypted email, extranets, faxing, or printing.

This manual is designed to aid in the installation and setup of FAC Console. It will also assist you through the User Manual. It addresses such issues as solving installation problems, adding users to the system, and creating personal certificates.

Technical assistance is available 24 hours a day, 7 days a week through the RGA Help Desk at 888-436-2655 or helpdesk@rgare.com.

Overview

FAC Console currently has 3 versions or implementations:

1. Desktop Application – Software with its executables and support files resided on each workstation. They share a common database, sender and response services. This is the standard FAC Console implementation that comes on the FAC Console cdrom.
2. A “Thinner” Client – which is configured the same but the executables reside on the “server” or database machine and only the support files are loaded on the workstations. FAC Console still needs the Microsoft MDAC and Jet Engine dll’s as local programs. We suggest that you use Sql Server or Oracle with this implementation. There maybe additional charges for configuration and implementation of this release.
3. The Web Client – (under development) Will be complete standalone system with URL connectivity to SQL and IIS server. There would be no desktop installations or modifications, except for maybe a shortcut. There are additional charges with this version.

Summary

The current FAC Console implementation has 3 major segments, the first being the FAC Console Application, the second is the MS Access database and the third are the Sender and Response services.

If the installation is not a single unit standalone process then everything would reside on this machine and connectivity through the firewall would be established for this machine. (FAC Console use port 443 on your firewall which must be opened for outbound traffic only, this could be through your current proxy server.)

If this is a multiple workstation install then the database and services reside on a single machine (workstation or server) that has the same connectivity as above. The workstations then would have network access to the database / services hosting machine.

Due to the multi-threaded process of the new services FAC Console can no longer support faxing as a transmission method.

Installation Tips - For multiple workstation implementations

1. Install database and services process, follow instructions on page 6.
 - a. This is a shared process and will be accessed by all workstations, it need to be no more than an upper end workstation, unless you are installing MS Sql Server or Oracle.
 - b. The services do not have to be installed on the same box as the DB, just have connectivity to the DB
 - c. You only need one db and one instance of the services per workgroup
 - d. Services need to be installed with administrative, none expiring passwords, this is one of the reason the db and services are installed on a server type machine
 - e. The complete setup will install the FAC Console application along with the Administrative service which you will need to configure your db access, etc

2. Validate the connectivity through your firewall.
 - a. Rights and passwords are the biggest culprits here.
 - b. Make sure the proxy port addresses is correct in the Administrative services screens of FAC Console
 - c. Check to see if port 443 is open for outbound traffic

3. Test connectivity to RGA's test site.
 - a. In the Administrative Services portion of FAC Console the RGA extranet has been preconfigured.
 - b. Site address and Path, along with login and password need to be correct
 - c. You should be able to transmit any type file to RGA, if you would like verification of transmission please call the FAC Console Help desk @ 888.436.2655

4. Install the workstations (see page 6).
 - a. Please verify that you successfully Install MS MDAC, MS Jet 4.0
 - b. After the FAC Console software make sure you reboot
 - c. Verify in Admin Services /Database that you point to the correct FAC Console Database

Technical Requirements

The minimum requirement for equipment to run FAC Console includes the following:

- Intel compatible computer
- 128 MB RAM
- Windows 2000 or XP operating system
- Microsoft Access 2000 or greater -or- SQL Server 2000 or greater -or- Oracle 8 or greater
- Internet Explorer 5.5 or higher
- 50 MB of free hard disk space
- Printer connectivity for reports
- Web Internet access for the secure case transmission (SSL port 443)

Free upgrades of Internet Explorer can be obtained from the Microsoft Download Center Internet site. (<http://www.microsoft.com/windows/ie/default.htm>)

Other Recommendations:

**The following have been included on the CD under the “Extras” folder.

Adobe Acrobat Reader

This can be obtained for free from www.adobe.com if your computer does not already have it installed. This is used by FAC Console to view PDF files in the FAC Console image viewer.

AlteraTIF

This will allow you to view .tiff files in the FAC Console image viewer.

Installation Instructions

**You need to be a local administrator on the computer you are installing FAC Console.

Insert the CD into your CD Rom and the set up process should start up automatically. If your system does not pull up the Installation browse your CD drive for “setup.exe” and double click.

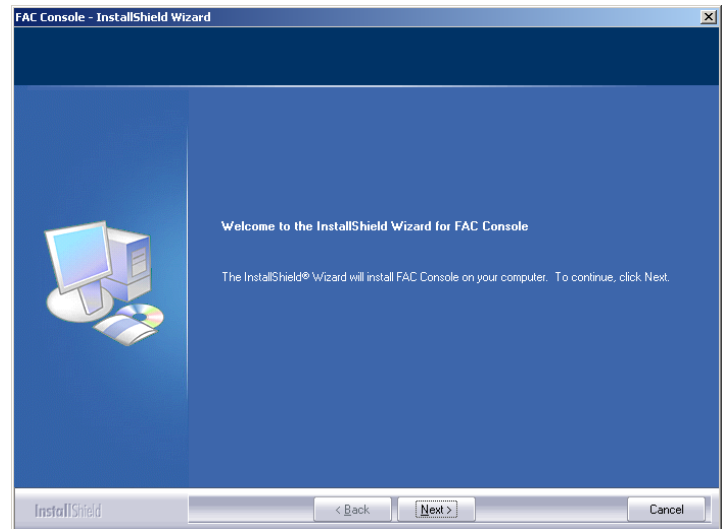
Upon completion of the installation, please check the “Service Network ID Configuration” section to see if any further configuration is necessary.

Refer to **page 8** for Installation Types and Styles.

Install the Complete FAC Console System

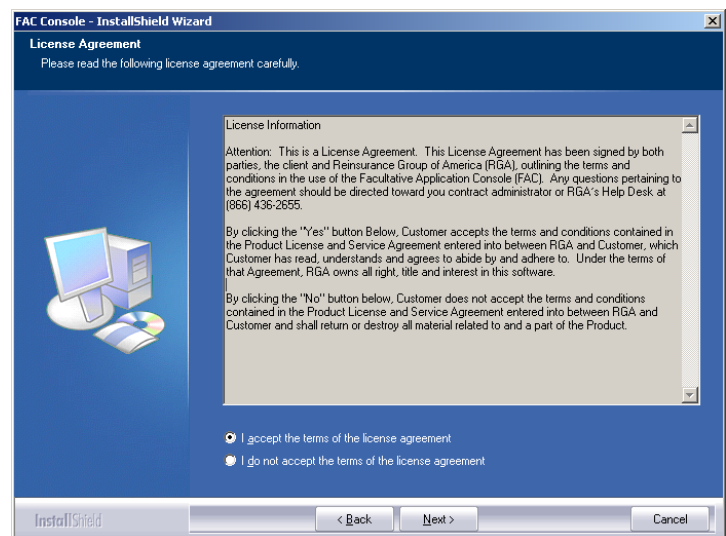
This section provides instructions on how to install the full FAC Console System. This includes the services and interface.

1. Click “Next” to continue.



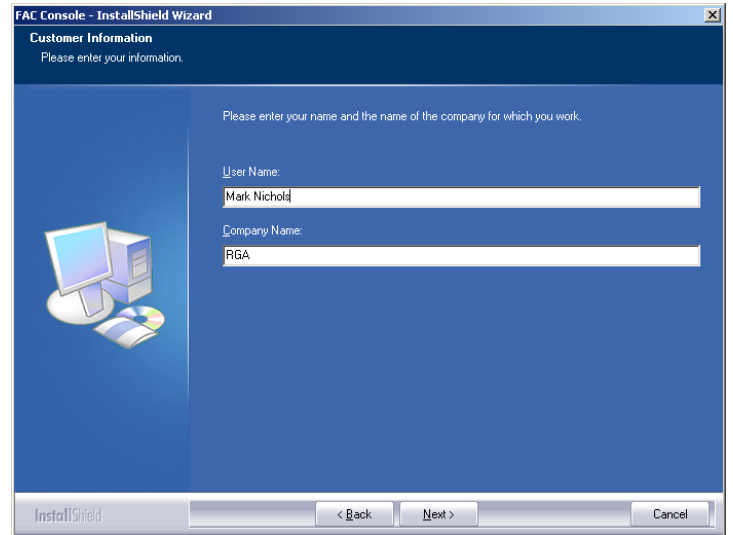
2. Select “I accept the terms of the license agreement”.

Click “Next” to continue.



3. Enter your “User Name” and “Company Name” in the appropriate fields.

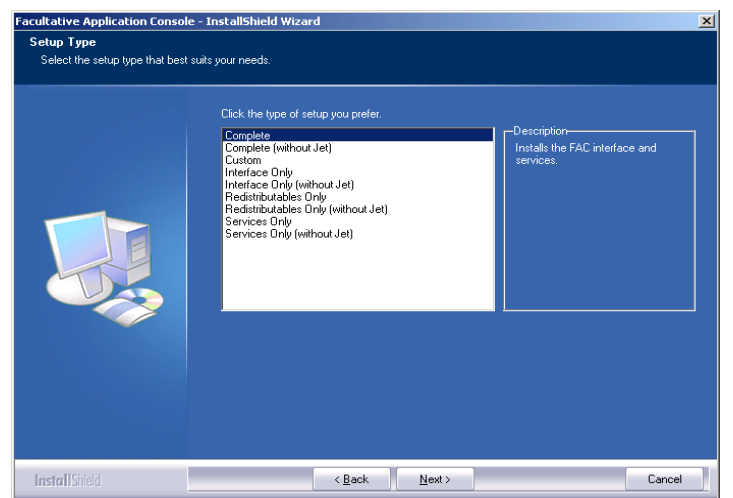
Click “Next” to continue.



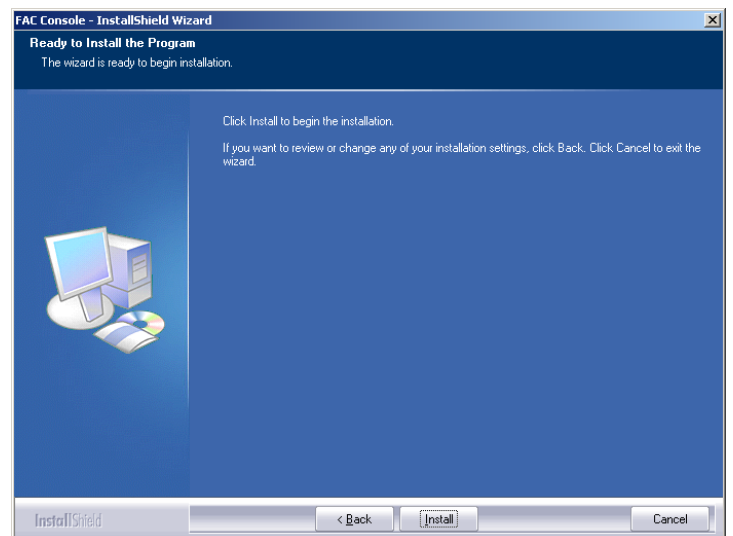
4. Select “Complete”.

Click “Next” to continue.

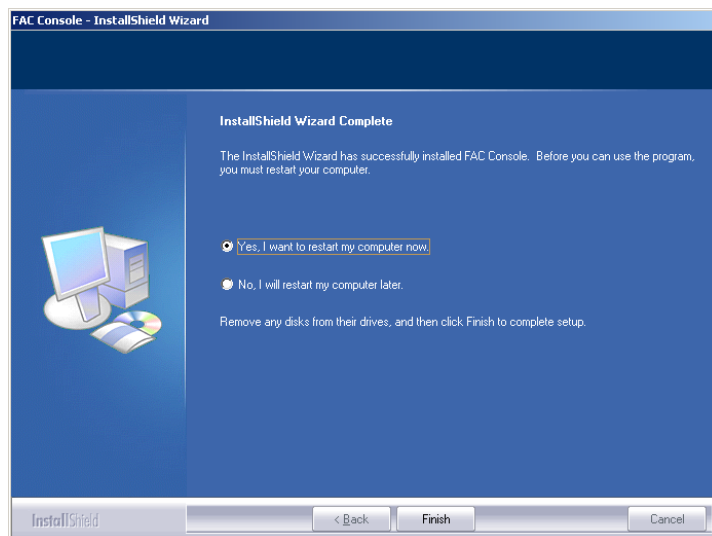
***Continue to page 8 to see Installation Types.**



5. Click “Install” to continue.



6. Click “Finish” to reboot and complete the installation.



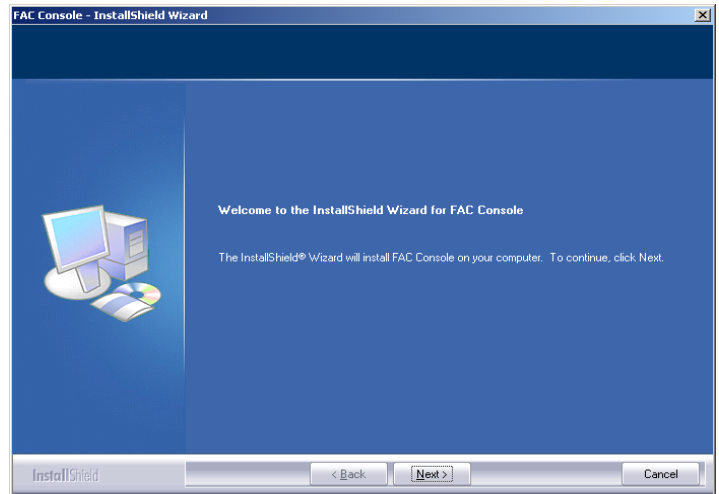
Installation Types

Complete	Entire Program
Complete (without Jet)	Entire Program excluding Microsoft Access.
Custom	Pick the options you want to do – not recommended.
Interface Only	Includes the main program only. Sender & Response Services are not installed.
Interface Only (without Jet)	Includes the main program only excluding Microsoft Access. Sender & Response Services are not installed.
Redistributables Only	Necessary components to run FAC Console from a network drive.
Redistributables Only (without Jet)	Necessary components to run FAC Console from a network drive excluding Microsoft Access.
Services Only	Sender & Response Services are installed.
Services Only (without Jet)	Sender & Response Services are installed excluding Microsoft Access.

Install FAC Console Interface Only

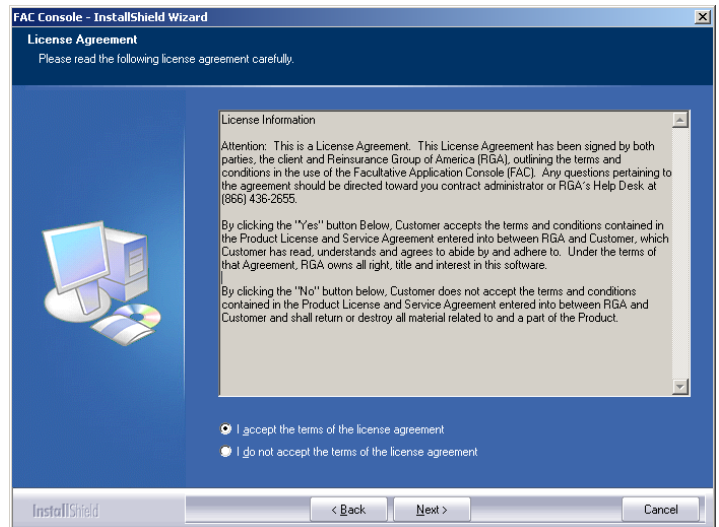
This section provides you with instructions on how to install the FAC Console Interface only. This will not install transmission services. This install is often done when services are installed on a separate server or other location.

1. Click “Next” to continue.



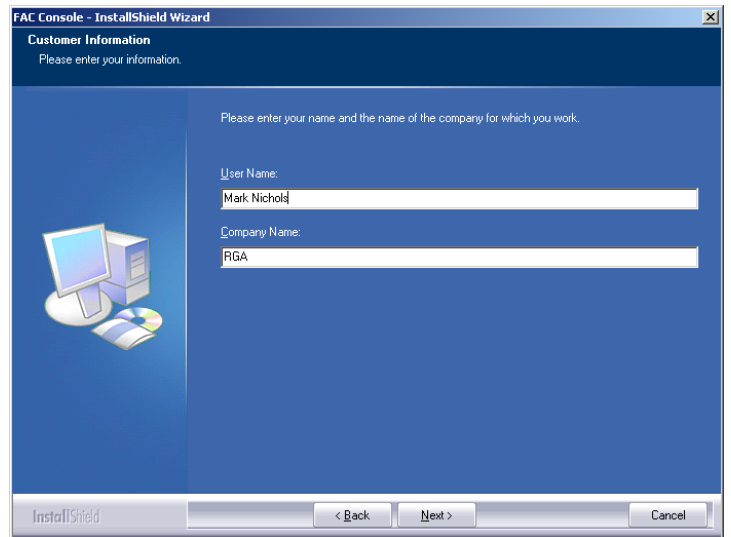
2. Select “I accept the terms of the license agreement”.

Click “Next” to continue.



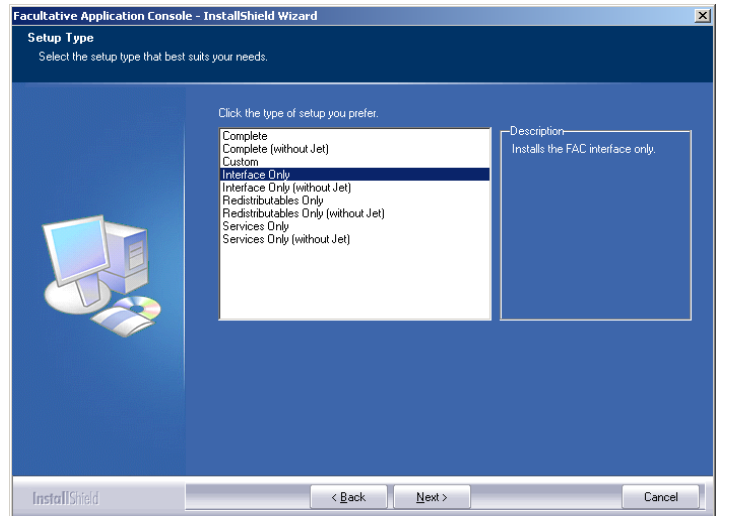
3. Enter your “User Name” and “Company Name” in the appropriate fields.

Click “Next” to continue

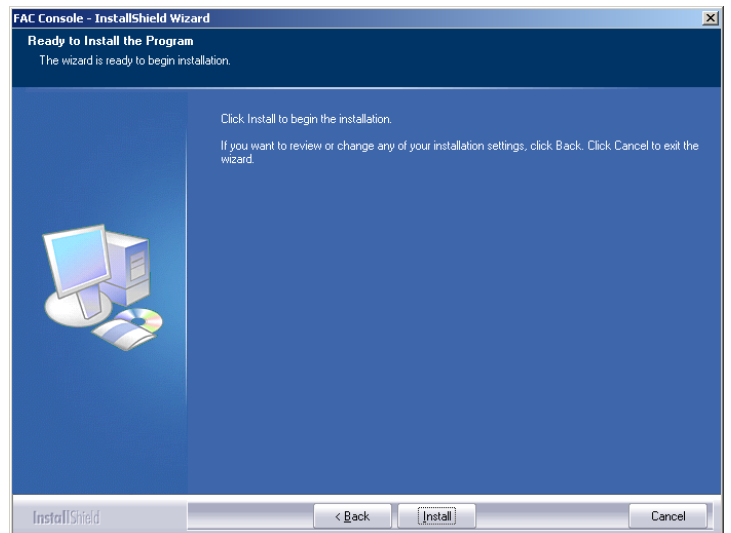


4. Select “Interface Only”.

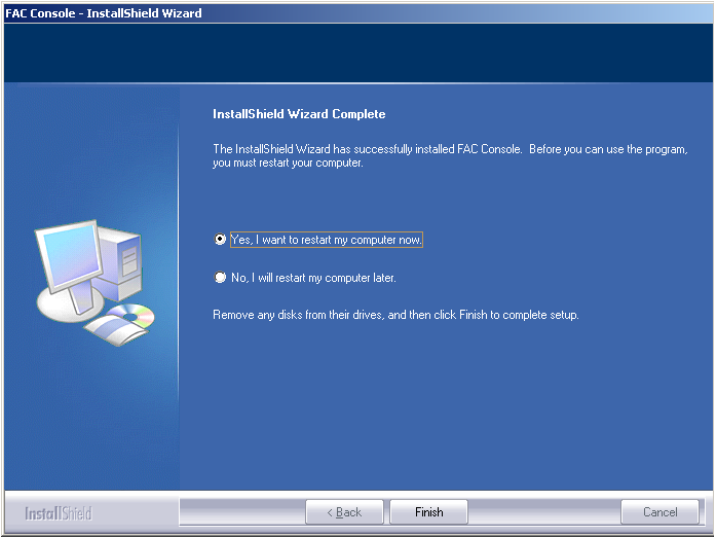
Click “Next” to continue.



5. Click “Install” to continue.



6. Click “Finish” to reboot and complete the installation.

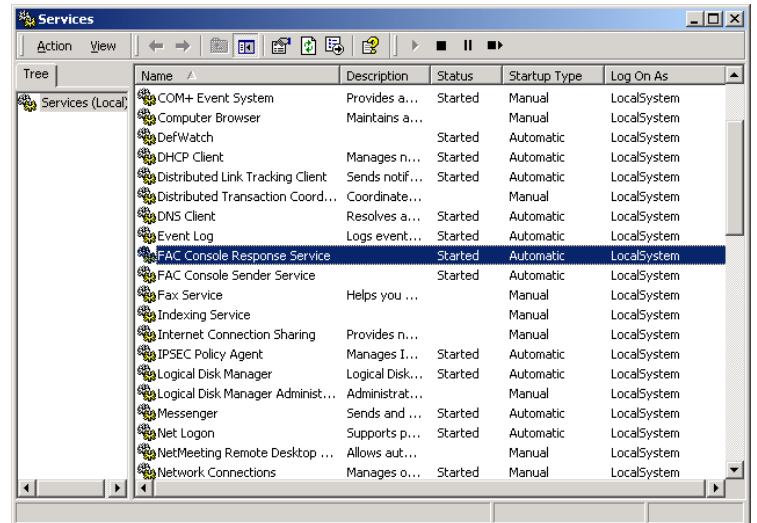


Service Network ID Configuration

This section provides shows you how to configure the FAC Console services for network access. This is often needed due to the fact that images are often stored on a separate file server or other location. Another reason to do this procedure is if you require a network ID to achieve Internet access.

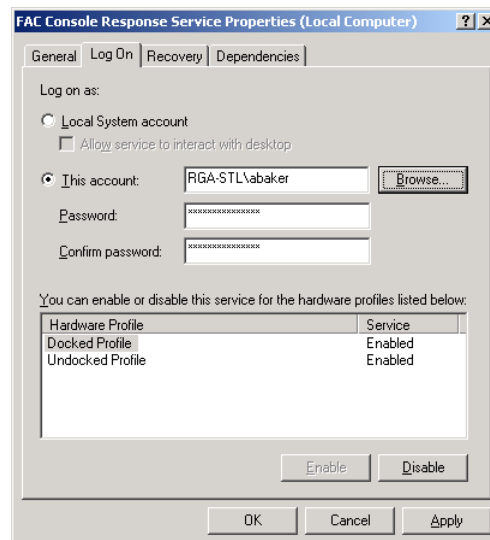
1. Launch the Service Control Manager on your computer.

2. Right click on either “FAC Console Sender Service” or “FAC Console Response Service” and select “Properties”.



3. Under the Log On tab change to “This Account” and enter in the appropriate information.

4. Click “Apply” and then “OK”.



5. You will see under the “Log On As” will change from “LocalSystem” to your Network ID.

