



Installation of FAC Console 4.0.x



This guide will walk you through the installation of FAC Console 4.0.x.

ICON KEY

 **Note**

 **Tip**


 **Warning**

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Introduction and Objectives

This guide serves as an assistant in the installation of FAC Console v 4.0.x. If you encounter a situation that is not covered in this guide, please either visit our forum at <https://console.rgare.com/forum> or contact us on our web site at <https://console.rgare.com>.

Upgrading to FAC Console 4.0.x

To our loyal FAC Console Customers: We are in the process of documenting the upgrade process from an existing FAC Console installation (v 3.6.2 and prior) to FAC Console 4.0.x. If you need assistance in upgrading your FAC Console (v 3.6.2 and prior) to FAC Console 4.0.x, please contact us on our website.

Prerequisites

Hardware Recommendations

- 512 MB of RAM (or better)
- 85 MB of disk space
- 800 x 600 screen resolution

Software Prerequisites

- Microsoft Windows 2000 or later
- Microsoft .NET Framework 2.0
- Microsoft Data Access Components 2.8
- Support for one of the following

Databases

- Microsoft Access (Microsoft Jet 4.0 needed)
- Microsoft SQL Server
- Microsoft SQL Server 2005 Express
- Oracle

In addition to the FAC Console 4.0.x application, the installation also installs Crystal Report VII objects.

Choose Your Installation Strategy

Workstation Only

This scenario is the easiest to implement. Choosing this installation strategy means you will install the FAC Console 4.0.x client application, Transmission Service, and database all on one workstation. You have two options when using this type of installation:

- CD
- Website Download

CD

The following steps explain how to complete the installation with a CD:

1. Set up your database (as described later in [Choose Your Database](#))
2. Place the FAC Console 4.0 CD in your CD-ROM drive. The Installation screen appears.
3. Perform the [CD Installation](#)

The CD installation loads FAC Console 4.0 and all of the software prerequisites by default. If your computer already has the software prerequisites and you want to install FAC Console 4.0 only, you may browse to the installer on your CD and load FAC Console manually. The following steps explain how to accomplish this:

1. Place the FAC Console 4.0 CD in your CD-ROM drive. The Installation screen appears.
2. Close the Installation screen.
3. Double-click **My Computer** on your desktop. The My Computer window opens.
4. Right-click your CD-ROM drive. A menu appears.
5. Click **Explore**. A list of all files on the CD opens.
6. Click **Install**.
7. Choose one of the following based on which database you will use with FAC Console 4.0:
 - a) FACConsoleSetup_Access.msi
 - b) FACConsoleSetup_SqlExpress.msi
 - c) FACConsoleSetup_SqlServer.msi
 - d) FACConsoleSetup_Oracle.msi

Website Download

You can download the installer in each of the four supported database types from the FAC Console website, with or without the software prerequisites.

Figure 1 – Installation Types

Installations

The installs include **all** necessary support components. Just run the "FACConsoleSetup_*****.exe" file included in the zip file, and you are on your way! Please see the installation guide for more information.

[FAC Console - Microsoft Access*](#) (122 MB)
[FAC Console - Microsoft SQL Server Express*](#) (150 MB)
[FAC Console - Microsoft SQL Server](#) (112 MB)
[FAC Console - Oracle](#) (112 MB)

You can download the installer without the software prerequisites if the machine on which you are installing FAC Console 4.0 already has the software pre-requisites.

Figure 2 – Installation Types

If you have all the necessary prerequisites already installed, you can download just the bare installation of FAC Console here. You will need to install the prerequisites separately. Please see the installation guide for more information.

[FAC Console - Microsoft Access*](#) (80.7 MB)
[FAC Console - Microsoft SQL Server Express*](#) (81.2 MB)
[FAC Console - Microsoft SQL Server](#) (80.6 MB)
[FAC Console - Oracle](#) (80.6 MB)

The following steps explain how to complete the installation using the website:

1. Use the following link to open the FAC Console website: <https://console.rgare.com>
2. Click **Download Now**. The Download page opens.
3. Select the appropriate installer (as described above) from the Download page.
4. Set up your database as described later in [Choose Your Database](#)
5. Perform one of the following based on whether you are installing from a CD or from an installer that you downloaded from our site
 - a) [Installation with pre-requisites](#)
 - b) [Installation without pre-requisites](#)
6. Perform the [Post Installation](#) tasks.

Single\Multiple Workstation – Single Server

Choosing this installation strategy means you will be installing the FAC Console 4.0.x client application on single or multiple workstations, and installing the Transmission Service and database on a server. You have two options for completing this type of installation:

- CD
- Website Download



This type of installation strategy requires that you manually configure your database. Please see [Choose Your Database](#) for details on how to do this.

CD

1. Place the FAC Console 4.0 CD in your CD-ROM drive. The Installation screen opens.
2. Close the Installation screen.
3. Double-click **My Computer** on your desktop. The My Computer window opens.
4. Right-click on your CD-ROM drive. A menu appears.
5. Click **Explore**. A list of all files on the CD opens.
6. Click **Install**.
7. Copy the following files to your computer:
 - a) FACConsoleSetup_InterfaceOnly.msi
 - b) FACConsoleSetup_ServiceOnly.msi
8. Download the pre-requisites from our website.
9. Download the database file from our website.
10. Install the pre-requisites
11. Set up your database as described in [Choose Your Database](#)
12. Perform the [Installation of Service Only](#) on the server.
13. Perform the [Installation of Interface Only](#) on each workstation.
14. Perform the [Post Installation](#) tasks.

Website Download

The following steps explain how to complete the installation using the website:

1. Use the following link to open the FAC Console website: <https://console.rgare.com>
2. Click **Download Now**. The Download page opens.
3. Download the appropriate installer from the Download page:

Figure 3 – Installation Types

If you have a large deployment or you just don't want to install both the service and interface on every machine, we have come up with the following installers to allow you to deploy the interface and the service separate from one another. These aren't database specific and you will need to install the prerequisites first. Please see the installation guide for more information.

FAC Console - Interface Only (80.3 MB)

FAC Console - Service Only (1.52 MB)

- a) FAC Console – Interface Only

This choice installs the FAC Console interface only. It will not install the Transmission Service or the database.



The Interface Only installer does not include the prerequisites. You must download and install them separately from our website

- b) FAC Console – Service Only

This choice installs the Transmission Service.



*You can deploy and install the **FAC Console – Interface Only** installer using SMS (Microsoft Systems Management Server) or an SMS like tool. Deployment via SMS can drastically reduce implementation time. For details on how to do this, please contact RGA.*

4. Download the prerequisites if necessary
5. Download the database file
6. Install the prerequisites
7. Set up your database as described in [Choose Your Database](#)
8. Perform the [Installation of Service Only](#) on the server.
9. Perform the [Installation of Interface Only](#) on each workstation.
10. Perform the [Post Installation](#) tasks.

Choose Your Database

After you have chosen the installation scenario that will work for your business, you must prepare your database. You can download the Microsoft Access, SQL Server, and SQL Server Express detached databases from the FAC Console web site as well as the Oracle dump file to generate the Oracle schema for FAC Console 4.0. Click the **Databases** link on the Download page to find these files. These databases contain default data, so that once FAC Console 4.0 is installed; it can be run without any initial configuration.

Microsoft Access

You can download the .mdb database file separately, or it will be installed automatically when you choose either of the **FAC Console – Microsoft Access** installers that are available on the FAC Console website **Download** page. If you are doing single\multiple workstations – single server type of installation, you should download the database from our website and place it on the server. After you install FAC Console 4.0, you will modify the FAC Console 4.0 configuration files to point to this database. This is explained in detail later in the document.

Microsoft SQL Server Express

If you choose t SQL Server Express, you must download the **Microsoft SQL Server** detached database file from the FAC Console website **Download** page. Both of the **FAC Console – Microsoft SQL Server Express** installers will install an instance of SQL Server Express, but you must attach the database file (downloaded from our website) to the SQL Server Express instance. A detailed description of how to attach a database file to SQL Server Express is beyond the scope of this guide. Please contact your Database Administrator or RGA for help. After you install FAC Console 4.0, you will modify the FAC Console 4.0 configuration files to point to this database. This is explained in detail later in the document.

Microsoft SQL Server

You can download the detached database separately from the FAC Console website. In order to utilize this database type, you must have an existing SQL Server available to which you can attach the database. Simply download the **Microsoft SQL Server** database file from our website, attach it to your SQL Server instance, and you are ready to proceed. A detailed description of how to attach a database file to SQL Server is beyond the scope of this guide. Please contact your Database Administrator or RGA for help. After you install FAC Console 4.0, you will modify the FAC Console 4.0 configuration files to point to this database. This is explained in detail later in the document.

Oracle

You can download the Oracle dump files needed to create the FAC Console 4.0 schema from the FAC Console site. Please see consult your Database Administrator or us for help in doing this. After you install FAC Console 4.0, you will modify the FAC Console 4.0 configuration files to point to this database. This is explained in detail later in the document.

Installation

Once you have chosen your installation strategy, downloaded and configured your database, you are ready to install FAC Console 4.0.

CD Installation

This section explains CD installation. If you encounter any problems, please contact RGA by visiting the FAC Console website.



It is strongly recommended that you close all running programs before proceeding with the installation.

1. Place the CD in your computer's CD-ROM drive. The FAC Console Installation screen appears:

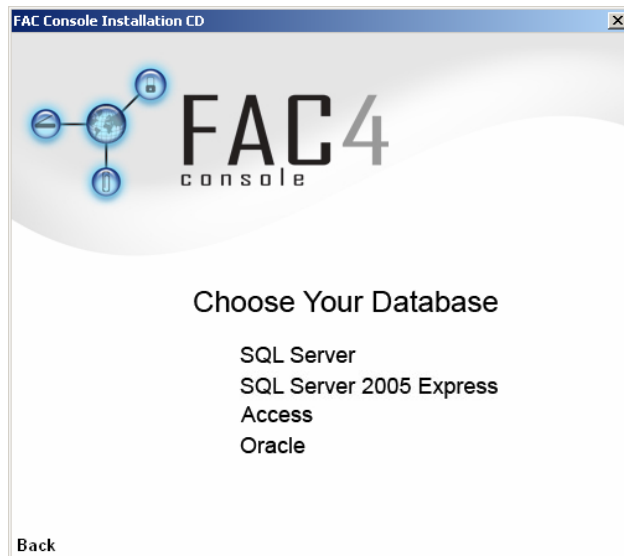
Figure 4 – FAC Console Installation



If the FAC Console Installation screen does not appear:

- a. Double-click **My Computer** on your desktop
 - b. Right-click your CD-ROM drive. A menu appears.
 - c. Click **Explore**. A list of all files on the CD opens.
 - d. Double-click **Autorun.exe**. The FAC Console Installation screen opens.
2. Click **Install FAC Console 4**. The Choose Your Database window opens:

Figure 5 – Choose Your Database

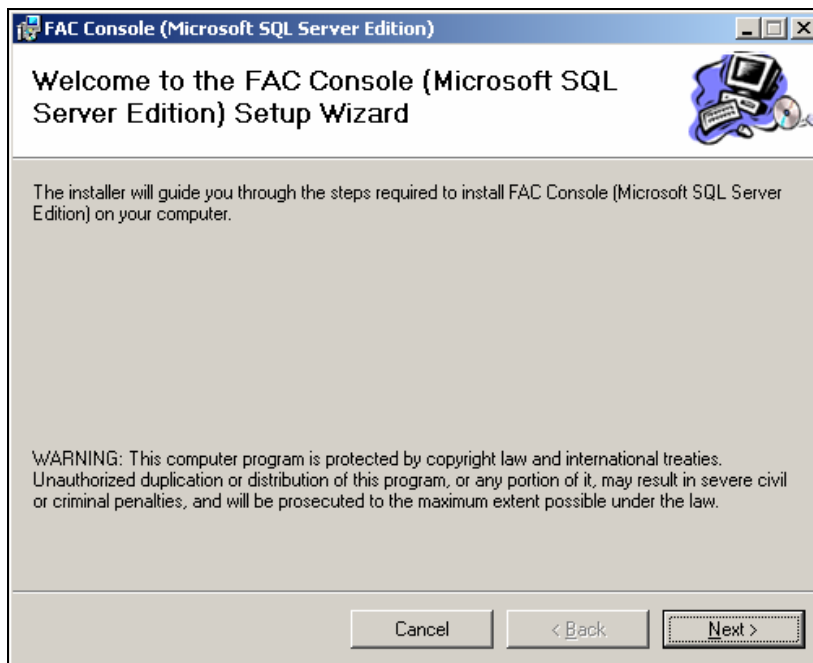


2. Click the appropriate database



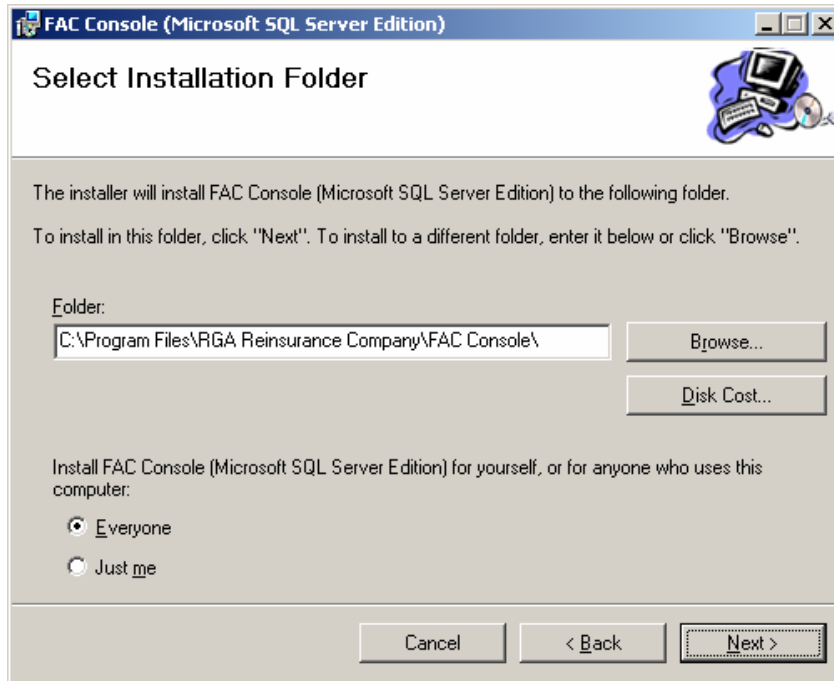
Based on the type of database you chose, the system may prompt you to install additional components (Microsoft JET for Access installations, etc). Click OK if you are prompted to install any additional components.

Figure 6 – FAC Console Setup Wizard



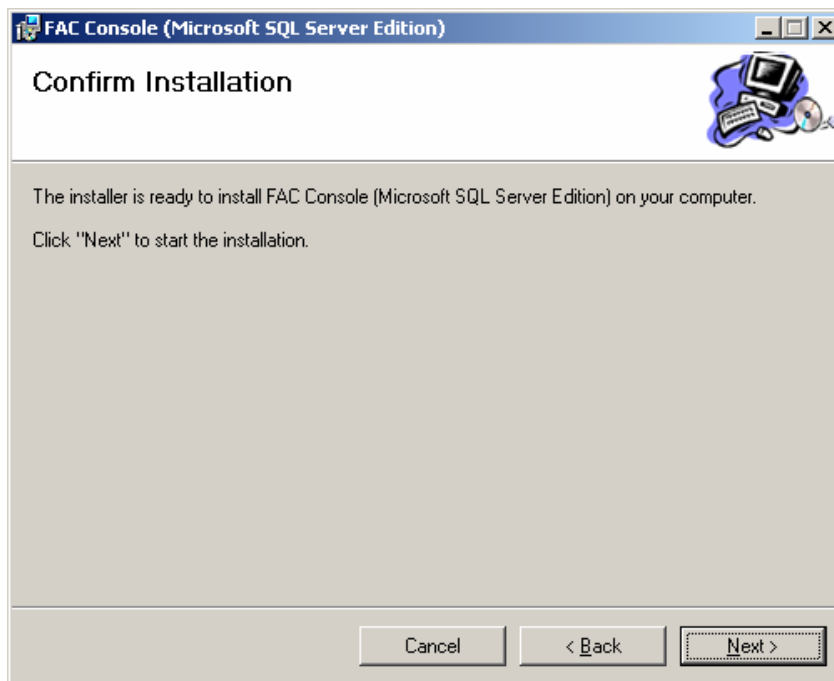
3. Click **Next**. The Select Installation Folder window opens:

Figure 7 – Select Installation Folder



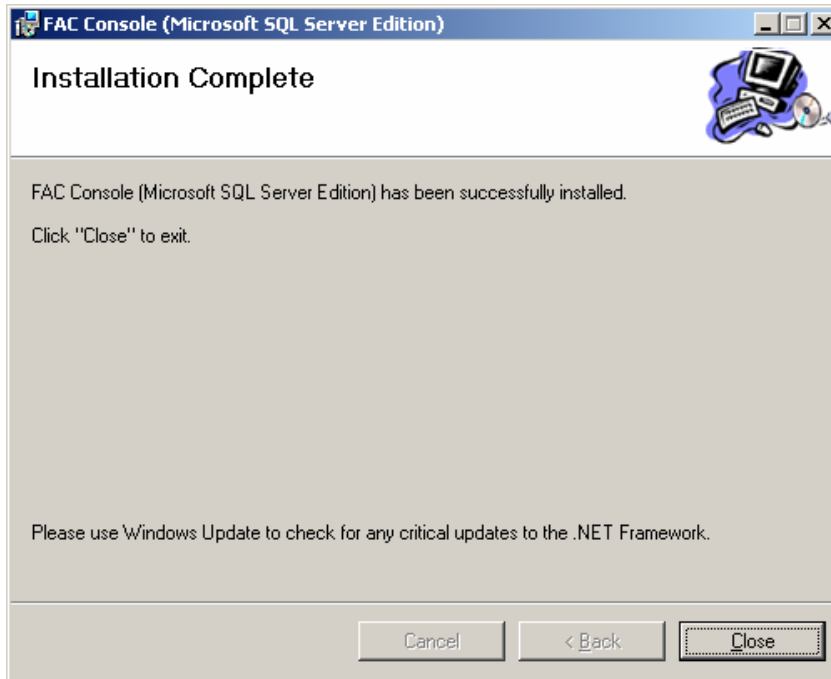
4. Modify the default install location if necessary.
5. Click **Next**. The Confirm Installation window opens:

Figure 8 – Confirm Installation



- Click **Next**. The installation begins. This may take several minutes. The Installation Complete window opens:

Figure 9 – Installation Complete



- Click **Close**
- Proceed to [Post Installation](#) for instructions on completing your FAC Console 4.0 installation.

Web Site Download Installation

The following sections explain the four distinct installation types of FAC Console 4.0. All four installations are similar with a few exceptions.

This section applies to those who have downloaded the installer from the FAC Console 4.0 web site.



It is strongly recommended that you close all running programs before proceeding with the installation.

Installation with Prerequisites

This section covers the installation of the FAC Console 4.0 interface and the Transmission Service with the prerequisites included in the installer.

1. Download the installer from the FAC Console website
2. Unzip the files into a folder of your choice
3. Double-click **setup.exe**
4. Follow steps 4 – 9 of [CD Installation](#)

Installation without Prerequisites

This section covers the installation of the FAC Console 4.0 interface and the Transmission Service without the pre-requisites included in the installer.

1. Download the installer from the FAC Console website
2. Unzip the files into a folder of your choice
3. Double click **FACConsoleSetup_XXX.msi** (XXX is the database type of the installer you downloaded).
4. Follow steps 4 – 9 of the [CD Installation](#)

Installation of Interface Only

This section covers the installation of the FAC Console 4.0 interface (without the Transmission Service).

1. Download the installer from the FAC Console website
2. Unzip the files into a folder of your choice
3. Double click **FACConsoleSetup_Interface.msi**
4. Follow steps 4 – 9 of the [CD Installation](#).
5. Modify the configuration file to point the application at the database. Proceed to [Modifying the FAC Console 4.0 Interface configuration file](#)

Installation of Service Only

This section covers the installation of the FAC Console 4.0 Transmission Service (without the interface).

1. Download the installer from the FAC Console website
2. Unzip the files into a folder of your choice
3. Double-click **FACConsoleSetup_Service.msi**
4. Follow steps 4 – 9 of the [CD Installation](#)
5. Modify the Transmission Service configuration file to point to your database. Although it is not required, we recommend that you provide your own Transmission Service configuration settings. Proceed to the section [Modifying the Transmission Service configuration file](#).

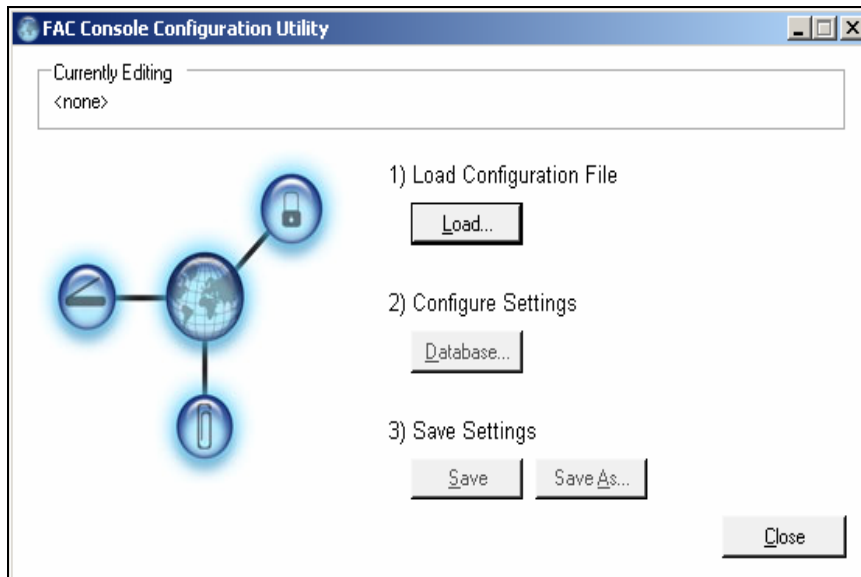
Post Installation

After you finish installing the FAC Console 4.0 Interface of Transmission Service, you must configure them to use the database that you set up. The following sections guide you through this process.

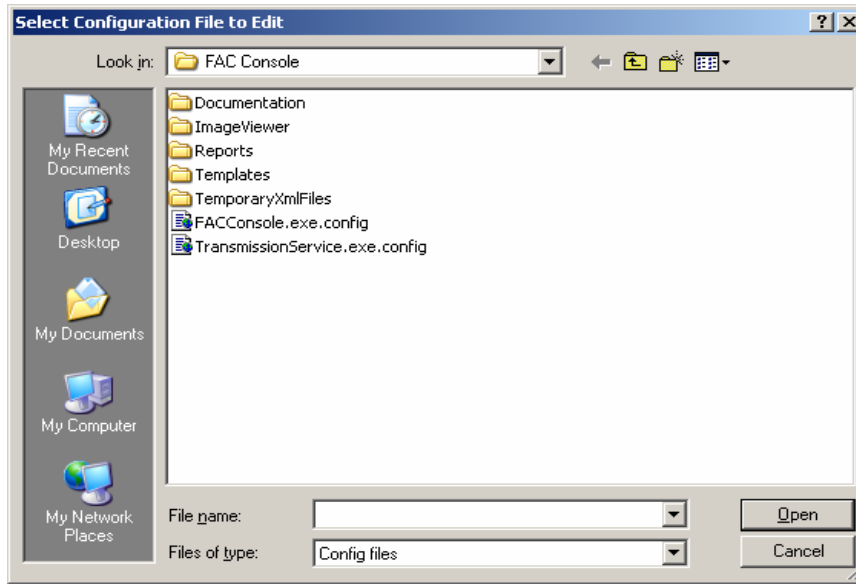
Modifying the FAC Console 4.0 Interface configuration file

1. Run the executable:
 - a) Go to **Start>All Programs>RGA Reinsurance Company>Utilities>FAC Console Configuration Utility**, or
 - b) Browsing to the installation directory and double-click **FACConsoleCU.exe**.
2. Click **Load**

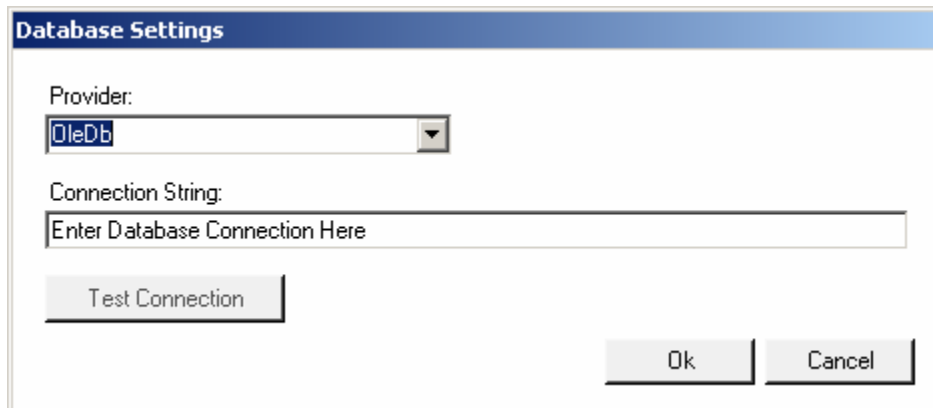
Figure 10 – FAC Console Configuration Utility



3. Select **FACConsole.exe.config** (located in the default install location).

Figure 11 – Select File

4. Click **Database**. The Database Settings window opens:

Figure 12 – Database Settings

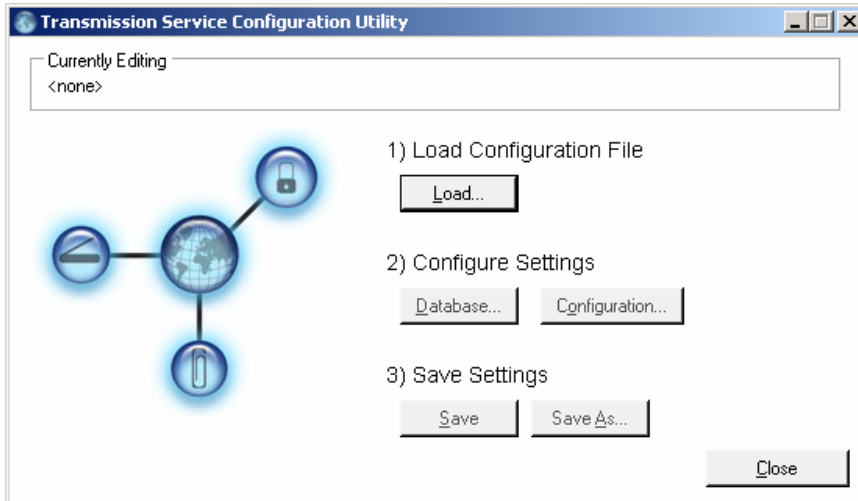
5. Select your database provider
6. Enter the connection string. A discussion of providers and connection strings is beyond the scope of this installation guide. Contact RGA for additional information.
7. Click **Test Connection** to validate your database connection.
8. Click **Ok** once you have a valid database connection
9. Click **Save**.
10. Click **Close**.

The FAC Console 4.0 interface is now configured to talk to your database and is ready for use. If you have not yet configured the Transmission Service to talk to the database please proceed to [Modifying the Transmission Service configuration file](#).

Modifying the Transmission Service configuration file

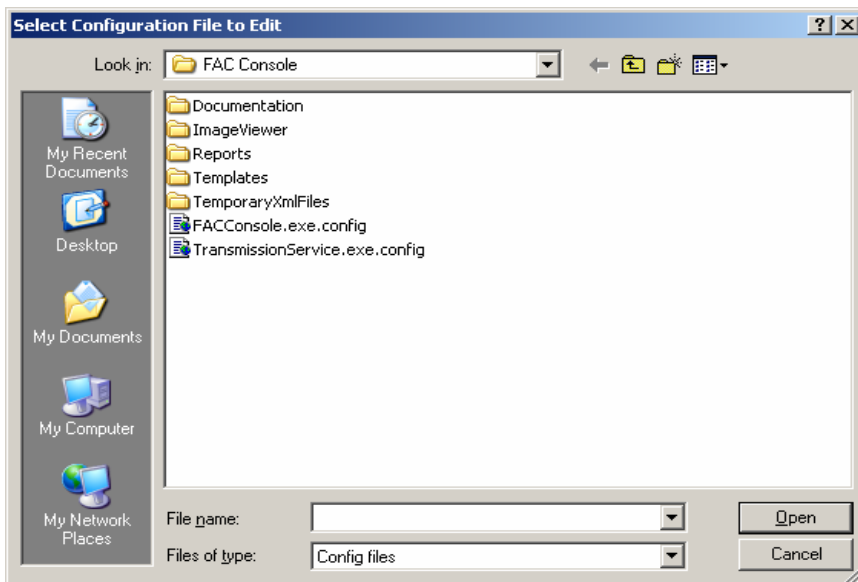
1. Run the executable:
 - a) Go to **Start>All Programs>RGA Reinsurance Company>Utilities>Transmission Service Configuration Utility**, or
 - b) Browsing to the installation directory and double-click **TransmissionServiceCU.exe**.
2. Click **Load**

Figure 13 – FAC Console Configuration Utility

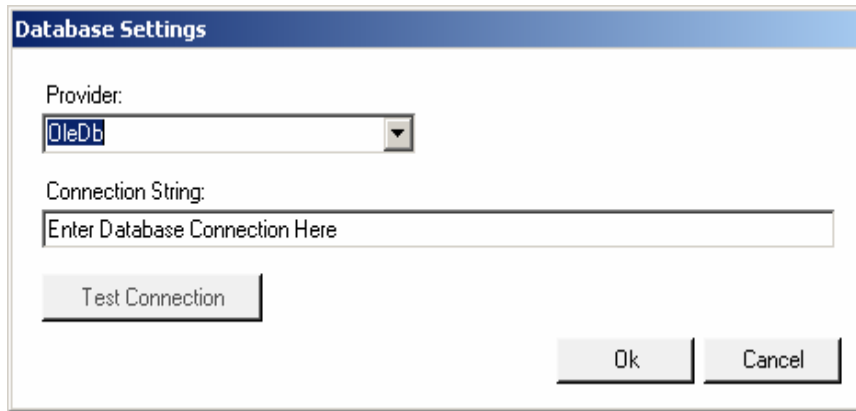


3. Select the file **TransmissionService.exe.config** (located in the default install location).

Figure 14 – Select File



4. Click **Database**. The Database Settings window opens:

Figure 15 – Database Settings

The screenshot shows a dialog box titled "Database Settings". It features a "Provider:" label above a dropdown menu with "OleDb" selected. Below this is a "Connection String:" label above a text input field with the placeholder text "Enter Database Connection Here". At the bottom left is a "Test Connection" button. At the bottom right are "Ok" and "Cancel" buttons.

5. Select your database provider
6. Enter the connection string. A discussion of providers and connection strings is beyond the scope of this installation guide. Contact RGA for additional information.
7. Click **Test Connection** to validate your database connection.
8. Click **Ok** once you have a valid database connection
9. Click **Save**.
10. Click **Close**.

Performance Tuning

Troubleshooting

Common Problems