

Oracle Insurance General Agent Installation & Upgrade Guide

Version 8.1

April 2009



Oracle Insurance General Agent Installation & Upgrade Guide

Version 8.1

Part # E14964-01 Library 14885-01 & E14886-01

Formerly P01-326-03

April 2009

Copyright © 2009, Oracle. All rights reserved.

Primary Authors: Garen Azizian, Mary Elizabeth Wiger

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

If the Programs are delivered to the United States Government or anyone licensing or using the Programs on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the Programs, including documentation and technical data, shall be subject to the licensing restrictions set forth in the applicable Oracle license agreement, and, to the extent applicable, the additional rights set forth in FAR 52.227-19, Commercial Computer Software--Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

Oracle, JD Edwards, and PeopleSoft are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

Contents

PREFACE	. 4
Audience	4
E-Delivery	. 4
Oracle Insurance Support Policy	4
CHAPTER 1	. 6
PRE-INSTALLATION CHECKLIST	6
Required Components	7
MDAC 2.8 Microsoft NFT Framework	. /
Internet Information Services (IIS) 6.0	8
Microsoft SQL Server 2000 or 2005	9
Using Adobe Acrobat with Print Utility	10
	10
CHAPTER 2	11
INSTALLING OIGA	11
Installing to a Dedicated Network Server	11 11
Installing to a Standalone PC	12
Default Installation Settings	12
CHAPTER 3	13
New Server Install	13
After the Install	23
CHAPTER 4	24
NEW CLIENT INSTALL	24
CHAPTER 5	33
UPDATES TO EXISTING OIGA	33
CHAPTER 6	39
OIDX INTEGRATION	39
Some of the Benefits	39
Required items for OIDX Data Download	39 40
	40
	43
	43
	49
FIRST TIME USERS Setting Up Your OIGA System for the First Time	49 49
CHAPTER 9	50
REMOVING OIGA	50
CHAPTER 10	52
SUPPORT	52
INDEX	53

Welcome to the Oracle Insurance General Agent Installation & Upgrade Guide. Oracle Insurance General Agent (OIGA) is a complete agency management system designed specifically for life, annuities, and long-term care producers such as brokerage general agencies, independent marketing organizations, and general agents.

The Oracle Insurance General Agent application has a database backend that can be configured to utilize many different configurations. This document is meant to help with the installation of the Oracle Insurance General Agent.

Audience

This guide is intended for system administrators, installers, database administrators and others tasked with installing and configuring the OIGA system and associated databases.

E-Delivery

Oracle Insurance General Agent is available as a download from the Oracle E-Delivery system. Downloaded files are zipped. Prior to installation, please make sure the source machine(s) where OIGA will be loaded has an unzip utility.

An unzip utility for most platforms is available on the E-Delivery download page.

Documentation from E-Delivery is in PDF format. Prior to installation, please make sure the source machine(s) where OIGA documentation will be loaded has a PDF reader.

Files are downloaded with part numbers as file names. Please make note of the part numbers you have downloaded and the corresponding file name. For example, if the OIGA installation file is part # 15455-01 and the file name is V154551-01, you may need to provide this information to Oracle Support if you need to contact them.

Oracle Insurance Support Policy

Oracle Insurance supports Oracle Insurance products only. Oracle Insurance does not provide support for the other manufacturers' hardware or software.

Manual History

New editions incorporate any updates issued since the previous edition.

Edition	Publication Number	Product Version	Publication Date	Comment
1 st Edition	P01-326-01	GA 2006	June 2006	
2 nd Edition	P01-326-02	GA 8.0	January 2009	Version Update
3 rd Edition	P01-326-03	OIGA 8.1	April 2009	Version Update

Pre-Installation Checklist

The following checklist can be used to help in installing and configuring OIGA.

Hardware and software requirements have been met.

- □ Admin rights to install and configure on the database and file servers
- □ Admin rights to shared network drives and files

Check for needed dependencies

- □ Adobe Acrobat 6.0 or 7.0 needed for Print Utility
- □ IIS needed for WebGA
- □ Microsoft .NET Framework version 2.0 needed for WebGA
- □ Ajax for .NET 2.0 needed for WebGA
- □ Infargistics NetAdvantage_NET_20072_CLR20 needed for WebGA
- □ Microsoft .NET Framework version 3.5 SP1 needed for OIDX data download.

Check Database Server for needed requirements

- □ SQL Server utilized
- Proper Network Connection to Database Server
- Admin rights to restore and configure

Install OIGA Server

- □ Make sure no users are connected to GA database
- □ For existing upgrade, backup existing GA data and GA installation folder
- □ For New Install, restore .BAK database on SQL Server
- Database Name:
- □ For New Install, Run Corporation Script with corporation name and alias
- □ For New Install, DNS Connection created

After Server Installation

- □ Share the OIGA Install folder
- □ Install Client on individual workstations
- □ Install WebGA on the Web server
- Install Agent Desktop database on the same server with OIGA database

Install OIGA Client

- Proper Network Connection to Server files
- □ Install the OIDX module on machine where the data download will take place
- □ For New Install, DNS Connection created

Required Components

All Windows Server components are available for installation from the Control Panel, Add/Remove Programs applet by selecting Add/Remove Windows Components. In order to install these Windows Components, you may be required to have the Windows Installation files available. The following components are required:

- MDAC 2.8
- Microsoft .NET Framework, version 2.0 or 3.5
- IIS Internet Information Services
 - Version 5.0 for Windows 2000
 - Version 6.0 for Windows 2003

MDAC 2.8

OIGA requires MDAC 2.8. This is especially important if OIGA is split between a web server and a database server, then Microsoft's Data access component version 2.8 needs to be installed on the web front-end server.

NOTE MDAC version 2.8 is included with Windows Server 2003 and above.

To check to see if MDAC is installed, go to: Start ≻ Control Panel ≻ Add or Remove Programs and scroll through the list. If it is not installed, you can download it from Microsoft's web site.

If you have not upgraded to MDAC 2.8 the installation program will indicate that it is missing from your system. Visit the Microsoft Support Website to download the necessary MDAC 2.8 components.

Microsoft .NET Framework

Required for Windows 2000 and Windows 2003. The installation application attempts to install all necessary dependencies that may be missing on the web host and will attempt to install the Microsoft .NET 2.0 Framework from the web. In some corporate environments, external access to download the Framework may not be allowed. Therefore, we would suggest installing the Microsoft .NET Framework version 2.0 prior to starting the OIGA install. This can be obtained from Microsoft's website or from using Microsoft's Windows Update.

We also highly recommend installing the .NET Framework after installing IIS in order to update all the web applications to utilize the ASPNET system. This can be doubled checked by opening Internet Service Manager and right clicking the Default Web Site, selecting properties, then select the Home Directory tab. Press the Configuration... button and scroll down to the bottom.

App	lication Con	figuration	×
Ap	op Mappings	App Options App Debugging	
F	Cache ISA	- PI applications	
Г	-Application N	Mappings	
	Extension	Executable Path Verbs	
	.idq .asp .cer .asa .htr .idc .shtm .shtml .stm .printer	C:\WINNT\System32\idq.dll GET,HEAD C:\WINNT\System32\inetsrv\asp.dll GET,HEAD C:\WINNT\System32\inetsrv\asp.dll GET,HEAD C:\WINNT\System32\inetsrv\asp.dll GET,HEAD C:\WINNT\System32\inetsrv\asp.dll GET,HEAD C:\WINNT\System32\inetsrv\asp.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST C:\WINNT\System32\inetsrv\ssinc.dll GET,POST	
	Add	Edit <u>R</u> emove	
		OK Cancel Apply Help	

If you don't see any of the ASPNET extensions (.asax, aspx, .asmx, etc.) pointing to %WINDIR%\Microsoft.NET\Framework\v2.0.50727\aspnet_isapi.dll, then the .NET framework was probably installed prior to installation of IIS.

In order to install the ASPNET ISAPI extensions use the aspnet_regiss.exe located in the Framework\v2.0.50727 folder. If you want to upgrade all default web applications under IIS to use the 2.0 framework ASPNET ISAPI, use the following syntax:

C:\WINNT\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis.exe -i

-i - Install this version of ASP.NET and update script maps at the IIS metabase root and for all script maps below the root. Existing script maps of lower version are upgraded to this version.

NOTE Microsoft .NET Framework version 3.5 SP1 is required for OIDX.

Internet Information Services (IIS) 6.0

Required for Windows 2003. WebGA is a web based application and requires IIS to be installed to facilitate the default web virtual directories creations.

The subcomponents of Application Server needed by WebGA:

- Application Server Console
 - ASP.NET

- Enable network COM+ access
- Internet Information Services (IIS)
 - Common Files (default)
 - SMTP Service If the SMTP service is located on a corporate network, then the service must be properly configured for authorization to relay mail internally to a smart host. Please check with your information services support group for proper configuration.
 - World Wide Web Service
 - Active Server Pages
 - World Wide Web Service
- Message Queuing
- Active Directory Integration (default)
- Common (default)

After installing IIS, Active Server Pages and ASP.NET v2.0.xxxx must be enabled.

- 1. Open Internet Information Services (IIS) Manager in the administration tools.
- 2. Select the Web Service Extensions on the left hand side and make sure they are **Allowed** as shown below:

🐚 Internet Information Services	s (IIS) Manager		
🛐 Eile Action View Window	Help		_ 7 ×
← → 🗈 🖬 🖗 🚱			
Internet Information Services	📁 Web Service Extensions	-	
Application Pools	Select an item to view its description.	A Web Service Extension	Status
⊕ 🥑 Web Sites	· · ·	🍸 All Unknown CGI Extensions	Prohibited
Web Service Extensions		🍸 All Unknown ISAPI Extensions	Prohibited
		😼 Active Server Pages	Allowed
		NET v2.0.50727	Allowed
		😼 FrontPage Server Extensions 2002	Allowed
		🔊 Internet Data Connector	Prohibited
		🔊 Server Side Includes	Prohibited
		🔊 WebDAV	Prohibited
	Extended Standard		

Microsoft SQL Server 2000 or 2005

Microsoft SQL Server does not need to be installed on the same machine where OIGA resides. If the SQL Server resides on a separate host from OIGA, a properly configured network connection from OIGA to SQL Server must exist. Testing can be performed by using the Data Sources application in Administrative Tools to make a default connection to the database server.

NOTE We recommend running your databases on a SQL Server 2005 instance.

NOTE All these settings are available during installation of SQL Server or by using SQL Server Enterprise Manager, and right clicking the server and selecting properties. If any of these settings conflict with existing application's databases residing on the SQL Server, then a separate instance is required.

Depending on the load expected on the web server, the database can be placed on a separate SQL Server that can either be independent or shared.

IMPORTANT It is strongly recommended that any database modification be performed by a qualified database administrator (DBA). The database setup procedures and tasks require the skill set of a database administrator. If you are not a database administrator, please stop. Improper setup may result in unwelcome changes to the database. Please consult with a qualified database administrator before proceeding.

Using Adobe Acrobat with Print Utility

If you would like to use Print Utility to send correspondence as an Adobe Acrobat PDF file, you must be sure to install the full version of Adobe Acrobat 6.0 or higher on the Print Utility machine. It is recommended that Print Utility be installed on a separate machine.

When you run the Adobe Acrobat installation, make sure to choose the "custom installation" option and select to install the PDF Writer.

If you do not do a custom installation of Adobe Acrobat and select to install the PDF Writer, then the option to generate PDF files will not be available through Print Utility.

Additional Considerations

Consider the following:

- You must install Adobe Acrobat to email .PDF documents. Be sure to install the full version of Adobe Acrobat 6.0 or 7.0 on the Print Utility machine. When you run the Adobe Acrobat installation, choose the "Custom Installation" option and select "install the PDF Writer."
- OIGA 8.1 HAS NOT been tested with Office 2007, Adobe Acrobat 8.0, or 64 bit machines.
- If you are going to install Agent Desktop: Agent Desktop requires a special database that should be located on the same Server where the OIGA database is located.

Installing OIGA

The OIGA installation you choose will depend upon the usage that you require.

The Server component can reside separately from the other components, on the same machine as the Client, on the same machine as the database, or on the same machine as the Client and the database. The same is true for the Client. The Client component can reside separately from the other components, on the same machine as the Server, on the same machine as the database, or on the same machine as the Server and the database.

NOTE

MS SQL Server is the required database platform. MS SQL Server and OIGA can reside on the same machine. However, it is recommended that you have the MS SQL Server database on a separate machine for performance and security reasons.

- Make certain that you have administrative rights on the machine(s) where you will be installing and configuring OIGA and the corresponding database.
- Make certain that you have 'read and write' rights to the shared network drive(s) or folder(s) that all the clients use.

Installing to a Dedicated Network Server

Installing the Server separately from the other components permits the Server to act as a True Server for a network. In this type of installation, all OIGA program files and libraries are installed on a shared network drive that allows multiple users to access the system simultaneously. Database files are on a separate database machine and each individual user will have a Client instance installed on their machine.

This type of installation works best in larger environments or in environments where users need to share data from the same database. In this type of installation, it is recommended that WebGA be installed on a dedicated web server separate from the OIGA installation files.

Installing to a Non-Dedicated Network Server

A non-dedicated network server is a server that is also used as a workstation in the company. Installing the Server to a workstation allows for the OIGA program files and libraries to be stored locally and not over the network. The database will need to be located on the same machine. Individual users will have a Client instance installed on their machine. This type of installation works best in a dedicated group or unit type environment where users within the same business unit need to share data but do not need to share this information with others in the company.

Installing to a Standalone PC

Installing the Server and Client together on a standalone PC will install the all the program files to the hard drive of a single PC. If the database is installed on the same machine, only the person using that computer will be able to access the program.

This type of installation works best in a single person setup where no other users will need to access the program or database.

Default Installation Settings

With the OIGA 8.1 release for new installations, the GA application is now registered under:

C:\\Program Files\Oracle\OIGA

For existing clients, the current pathway will be used.



A server installation only creates the GA application with appropriate file structure and does not register components on the server.

New Server Install

This section will follow the procedure for a server/client setup with the server component being installed first on a network server, and the client being installed afterwards on a desktop with the database residing on a separate database server.



1. Unzip the download file you obtained from E-Delivery onto the machine where you want to install the Server portion of OIGA. Open the **OIGA** folder, where the installation file resides, and double-click the **OIGA8.1**.EXE file.

The Preparing Setup screen will be displayed.

2. Welcome is next.



3. Click Next.

GA - InstallShield Wizard	
Select Features Select the features setup will install.	
Select the features you want to install, and deselect the features Client GA Print Utility Plan Admin Plan Admin Beport System Web Services OIDX Integration	eatures you do not want to install. Description Server files installation
62.20 MB of space required on the drive %s of space available on the %s drive InstallShield	
< <u>B</u> ac	k <u>N</u> ext≻ Cancel

- 4. Select programs to install.
 - **Server** This option must be installed first and can be installed alone or on the same box and the Client and the database.
 - **Client** This option should be installed after server and can be installed on the same box as the Server or on a separate box.
- 5. For a Server only installation, select **Server**. Uncheck any other options.
- 6. Click Next.

7. Select the **Destination Location**. The default destination will be displayed. If you want to change this, browse for the destination you need or enter the path directly.

GA - InstallShield Wizard	\mathbf{X}
Choose Destination Location Select folder where setup will install files.	N.
Please enter the location where you would like to install the program. You ma folder name or click the Browse button to find a new location.	y type a new
C:\Program Files\Oracle\OIGA	
	Browse
InstallShield	Cancel

8. Click Next.

9. Select DB Method.

GA - InstallShield Wizard	\mathbf{X}
Setup Type Select the setup type that best suits your needs.	
Choose database installation type:	
Create new SQL Server DSN	
O Browse for existing DSN	
Copy to disk the OIGA database backup	
Instalionield Kark	<u>N</u> ext > Cancel

a. New Install

- i. If this is a new install you must chose **Copy to disk the OIGA database backup**. This will load a pre-existing database to a file. Make note of the file location.
- ii. You will need to leave the OIGA install and go to your SQL Server instance. Retrieve the database file and restore it in your SQL Server instance. You can choose any database name. Make note of the database name. You will need that later in the install.
- iii. For a new installation, after you restore your database, you will need to run the New_Corporation.sql script. Before running the script, please open the script. You will need to enter your Corporation name and Alias in the script before running.
- iv. Return to the OIGA install. Click **Next**. The screen will refresh and only two choices will be available.
- v. New installs will have to select **Create New SQL Server DSN**. This option creates a new database connection. You must know the location of your database and be able to connect to it.

NOTE You will not be allowed to continue until the database is restored.

b. Upgrades

If you are upgrading OIGA, you can select the **Browse for existing DSN**. Browse for existing DSN allows you to select a pre-existing DSN. See page 31.

10. Creating a **New DSN**.

NOTE If you are upgrading or already have an existing DSN, please go to Step 18.

Create a New Data So	urce to SQL Server	
Select a diver we me control Access I of dass I of dass I of the control of the control of the control of the control of the control of the control of the c	This wizard will help you create an ODBC data source that you can use to connect to SQL Server. What name do you want to use to refer to the data source? Name: Agency How do you want to describe the data source? Description: OIGA_MaryTest1 Which SQL Server do you want to connect to? Server: SOUTHERN	

- a. The Name will default to Agency.
- b. Enter a **Description**.
- c. Select the SQL Server you want to connect to.
- 11. Click **Next** to continue.

12. The next screen is a default Windows screen for authentication. The options you have or will need to select will depend upon how security is set up in your company.

Create a New Data So	urce to SQL Server	×
Select a driver we	How should SQL Server verify the authenticity of the login ID?	
	< <u>B</u> ack <u>N</u> ext > Cancel Help	

13. Click **Next** to continue.

Create a New Data So	urce to SQL Server	×
Select a diriver ru- me off Abcess F off Abcess F off dB ase F off dB ase F off dB ase F off dB ase F off DB ase for dB ase for for for dB ase for dB ase for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for for	 Change the default database to) DIGA_MaryTest1 Attach database filename: Create temporary stored procedures for prepared SQL statements and drop the stored procedures: Only when you disconnect. When you disconnect and as appropriate while you are connected. Use ANSI quoted identifiers. Use ANSI nulls, paddings and warnings. Use the failover SQL Server if the primary SQL Server is not available. 	
	< <u>B</u> ack <u>N</u> ext > Cancel Help	

- 14. The next default Windows screen may require you to **Change the default database** to the database you created.
- 15. Uncheck the Use ANSI nulls, padding and warnings box.
- 16. Click **Next** to continue.

Create a New Data So	urce to SQL Server 🛛 🔀
Select a divert with the select a divert with the select a divert with the select of t	 Change the language of SQL Server system messages to: English Use strong encryption for data Perform translation for character data Use regional settings when outputting currency, numbers, dates and times. Save long running queries to the log file: C:\DOCUME~1\mwiger\LOCALS~1\Temp\QUER Browse Long query time (milliseconds): 30000 Log QDBC driver statistics to the log file: C:\DOCUME~1\mwiger\LOCALS~1\Temp\STATS Browse
	< <u>B</u> ack Finish Cancel Help

17. The next screen does not require any changes. Click **Finish** to continue.

The ODBC screen will be displayed. It is recommended that you test your data source.

ODBC Microsoft SQL Server Setup	×
A new ODBC data source will be created with the following configuration:	
Microsoft SQL Server ODBC Driver Version 03.85.1132 Data Source Name: Agency Data Source Description: OIGA_MaryTest1 Server: SOUTHERN Database: OIGA_MaryTest1 Language: (Default) Translate Character Data: Yes Log Long Running Queries: No Log Driver Statistics: No Use Integrated Security: No Use Regional Settings: No Prepared Statements Option: Drop temporary procedures on disconnect Use Failover Server: No Use ANSI Quoted Identifiers: Yes Use ANSI Null, Paddings and Warnings: No Data Encryption: No	
	el

18. After setting up the DSN, the install will begin.

GA - InstallShield Wizard	×
Start Copying Files Review settings before copying files.	
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.	
Current Settings:	
New installation: previous OIGA version is not found Destination Folder: C:\IIT\GARelease2008 ODBC Name: Agency Selected Features: Server Client\GA	J
InstallShield	
< <u>B</u> ack <u>N</u> ext > Cancel	

19. Click **Next** to continue.

GA - InstallShield Wizard
SQL Server Login SQL Server requires login credentials to continue.
Specify a SQL Login ID and Password.
Login ID:
\$a
Password:
InstallShield
< <u>B</u> ack <u>N</u> ext > Cancel

20. Enter your sa login and password.

It is recommended that you use the SA login.

21. Click **Next** to continue.

Questi	on. 🛛 🕅
2	In order to check and upgrade the OIGA database all users MUST exit all OIGA modules. Have all users exited OIGA? [NO will cancel installation]
	<u>Y</u> es <u>N</u> o

22. Make sure that no users are connected to the database. **Click Yes** if no open connections exist.

The database updates will begin. After successfully updating the database, the OIGA files will be copied to the installation folder.

GA - InstallShield Wizard	×
Setup Status	No.
GA is configuring your new software installation.	
Installing	
C:\\C_Working_with_the_What_to_Copy_Company_Screen.htm	
InstallShield	
	Cancel

The **Setup Status** will be displayed. When the installation is complete, the success screen will be displayed.

If any errors are encountered, an error screen will be displayed. Please contact Support for assistance.

GA - InstallShield Wizard	
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed GA. Click Finish to exit the wizard.
< <u>B</u> ack Finish Cancel	

- 23. Click **Finish** to complete the install.
- 24. In some cases the installation may require a reboot.

After the Install

- The Server files for GA must be shared in order for other users to access them.
- WebGA, OIDX, Agent Desktop and/or Client can be installed after OIGA is installed.
- No OIGA icons will be displayed on a Server only machine.

Log Files

If there were any errors during the installation, you can check the log files. Log files will be located in C:\log and in the GA installation folder that was created.

New Client Install

This section will continue the procedure for a server/client setup with the server component being installed first on a network server, and the client being installed afterwards on desktops with the database residing on a separate database server.

The Client installation allows multiple users to share the OIGA program and database. A Client installation will create icons for each specific OIGA module selected on the desktop of the user.

For a Client installation, you need to have:

- Location of the OIGA Server files.
- Administration rights to the machine. A DSN will need to be created.

NOTE	Before beginning a Client installation or version upgrade, be sure that you have already installed OIGA Server.
	nave already installed OIGA Server.

- 1. Unzip the download file you obtained from E-Delivery onto the machine where you want to install the Client portion of OIGA. If available, you may be able to access the install file from the machine where the Server instance is loaded.
- 2. When the Welcome screen is displayed, click **Next** to continue.



GA - InstallShield Wizard	
Select Features Select the features setup will install.	A A
Select the features you want to install, and deselect the features Server Client GA Print Utility System Admin Plan Admin Web Services OIDX Integration	eatures you do not want to install. Description Client configuration
0.00 MB of space required on the drive %s of space available on the %s drive InstallShield	
< <u>B</u> ac	k <u>N</u> ext ≻ Cancel

- 3. Select programs to install.
 - **Server** This option must be installed first and can be installed alone or on the same box and the Client and the database.
 - **Client** This option should be installed after server and can be installed on the same box as the Server or on a separate box.

These options can be installed during the Server and/or the Client installation or as standalone modules after the Server and/or Client installation.

- Print Utility It is recommended that Print Utility be installed on a separate machine. Print Utility looks for letters on the database at intervals set by the administrator. If any are found, then the Print Utility will send out either letters or emails, depending upon the type of request.
- Web Services It is recommended that Web Services be on its own machine but can be installed on the Client. Web Services gives OIGA the ability to send service orders out to providers. Users in OIGA can create service requests. Users will have the option to send now, which will utilize their workstations to send the requests or send later, which puts the requests in a queue that is batched at a later time.
- OIDX The OIDX module requires internet access and does not have to be installed on the same machine as either the Server or the Client. It is highly recommended that only one instance of the OIDX module be installed.
- 4. For a Client only installation, select **Client and the associated options you want installed**. Uncheck the Server and OIDX options.
- 5. Click Next.

GA - InstallShield Wizard	×
Choose Destination Location Select folder where setup will install files.	
Please enter the location where you would like to install the program. You may type a new folder name or click the Browse button to find a new location.	
\\SERVER\OIGA	
B <u>r</u> owse	
InstallShield <u>Rext > Cancel</u>	

- 6. Select the **Destination Location**. The default destination will be displayed. This location must be changed to the location of the Server files. You can browse for the destination you need or enter the path directly
 - a. If the server where the Server files are loaded is a part of your network, browse for the location.
 - b. You may have to create a share if the Server files are not located on your network.

NOTE This step will point the Client to the Server file location. The Client acts as a pointer to the application and not as a separate program that interacts with the Server.

7. Click Next to continue.

8. Select **DB Method**.

GA - InstallShield Wizard	
Setup Type Select the setup type that best suits your needs.	No.
Choose database installation type:	
Create new SQL Server DSN	
O Browse for existing DSN	
InstallShield	
< <u>B</u> ack Next >	Cancel

- a. **New Install** Most new installs will have to select **Create New SQL Server DSN**. This option creates a new database connection. You must know the location of your database and be able to connect to it.
- b. **Upgrade** If you are upgrading OIGA, you can select the **Browse for existing DSN**. Browse for existing DSN allows you to select a pre-existing DSN. See page 31.

9. Creating a **New DSN**.

NOTE If you are upgrading or already have an existing DSN, please go to Step 18.

Create a New Data So	urce to SQL Server 🛛 🔀
Select a diriver in me Select A diriver in	This wizard will help you create an ODBC data source that you can use to connect to SQL Server. What name do you want to use to refer to the data source? Name: Agency How do you want to describe the data source? Description: OIGA_MaryTest1 Which SQL Server do you want to connect to? Server: SOUTHERN
	Finish <u>N</u> ext > Cancel Help

- a. The Name will default to Agency.
- b. Enter a **Description**.
- c. Select the SQL Server you want to connect to.

10. Click **Next** to continue.

11. The next screen is a default Windows screen for authentication. The options you have or will need to select will depend upon how security is set up in your company.

Create a New Data So	urce to SQL Server	×
Selaci a dirver to me of dB ase f biodi Access f of dB ase f biodi Access f biodi	How should SQL Server verify the authenticity of the login ID?	
	< <u>B</u> ack <u>N</u> ext > Cancel Help	

12. Click Next to continue.

Create a New Data So	urce to SQL Server 🛛 🔀
Selact a driver run Selact a driver run off Access f off dBase T off Base T off Excel f h crosoft ForPri a Para	
	 drop the stored procedures: Only when you disconnect. When you disconnect and as appropriate while you are connected. Use ANSI quoted identifiers. Use ANSI pulls, paddings and warnings.
	Use the failover SQL Server if the primary SQL Server is not available.

13. The next default Windows screen may require you to **Change the default database** to the database you created.

- 14. Uncheck the Use ANSI nulls, padding and warnings box.
- 15. Click **Next** to continue.

Create a New Data So	urce to SQL Server	×
Select a diwer we we off dB ase off Excel off dB ase off Excel off DDB off DDB	 Change the language of SQL Server system messages to: English Use strong encryption for data Perform translation for character data Use regional settings when outputting currency, numbers, dates an times. Save long running queries to the log file: C:\DOCUME~1\mwiger\LOCALS~1\Temp\QUER Browse. Log DBC driver statistics to the log file: C:\DOCUME~1\mwiger\LOCALS~1\Temp\STATS Browse. 	đ
	< <u>B</u> ack Finish Cancel Help	

16. The next screen does not require any changes. Click **Finish** to continue.

The ODBC screen will be displayed. It is recommended that you test your data source.

ODBC Microsoft SQL Server Setup	×
A new ODBC data source will be created with the following configuration:	
Microsoft SQL Server ODBC Driver Version 03.85.1132	~
Data Source Name: Agency Data Source Description: DIGA_MaryTest1 Server: SOUTHERN Database: OIGA_MaryTest1 Language: (Default) Translate Character Data: Yes Log Long Running Queries: No Log Driver Statistics: No Use Integrated Security: No Use Integrated Security: No Use Regional Settings: No Prepared Statements Option: Drop temporary procedures on disconnect Use Failover Server: No Use ANSI Quoted Identifiers: Yes Use ANSI Null, Paddings and Warnings: No Data Encryption: No	
	~
Iest Data Source OK Canc	el

Browse for Existing DSN

If you select the Browse for existing, you will be able to select the DSN option you need. Click **Next** to continue. Use this option if you are repairing or restoring OIGA.

GA - InstallShield Wizard	
Database DSN Setun Select Microsoft SQL Server DSN.	
Agency	
InstallShield	< Back Next > Cancel

17. After setting up the DSN, the install will begin.

GA - InstallShield Wizard	×
Start Copying Files Review settings before copying files.	X
Setup has enough information to start copying the program files. If you want to re- change any settings, click Back. If you are satisfied with the settings, click Next t copying files.	view or o begin
Current Settings:	
New installation: previous OIGA version is not found Destination Folder: Z:\Program Files\Oracle\OIGA ODBC Name: Agency Selected Features: Client\GA Client\FU Client\PU Client\PA Client\PA Client\RS	
	>
InstallShield	
< <u>B</u> ack <u>N</u> ext ≻	Cancel

18. Click **Next** and the installation will begin.

The **Setup Status** will be displayed. When the installation is complete, the success screen will be displayed.

If any errors are encountered, an error screen will be displayed. Please call Support for assistance.



- 19. Click **Finish** to complete the install.
- 20. Icons for the installed features will be displayed on the desktop.

Updates to Existing OIGA

Updates to an existing OIGA can be performed at any time. Updates will be posted on the E-Delivery site.

Before performing an update, please check:

- No instances of GA can be open when updating. Make sure that there are no connections to the GA database. Database errors may occur if there are open connections. Close all open applications on machine where OIGA is being installed.
- If you are upgrading to a newer version of OIGA, make a back up of your existing database and installation folder prior to installation.
- Before beginning a Client installation or version upgrade, be sure that you have already upgraded the OIGA Server.
- 1. Unzip the download file you obtained from E-Delivery onto the machine where you want to install the update. Open the **OIGA** folder, where the installation file resides, and double-click the **OIGA8.1**.EXE file.

The OIGA installation program will begin.

Question		
2	There is an older version of OIGA installed. It will be upgraded now. Do you want to continue?	
	Yes No	

The Welcome screen will be displayed.

NOTE If you have a previous installation of GA on your computer, the wizard will prompt you to upgrade it. Click **Yes** to upgrade previous version.



2. On the **Welcome** screen, click **Next**.

The Install screen will be displayed if you are upgrading an existing instance of OIGA.

GA - I	InstallShield Wizard	×
Star Re	rt Copying Files eview settings before copying files.	
Se ch co	etup has enough information to start copying the program files. If you want to review or nange any settings, click Back. If you are satisfied with the settings, click Next to begin opying files.	
sidada adada	ument Settings: iystem upgrade: previous OIGA version is found Destination Folder: Z:\Program Files\Oracle\OIGA IDBC Name: Agency ielected Features: iient\GA ilient\PU ilient\PA ilient\PA ilient\RS	
<u> </u>		
InstallSI	hield]

3. Review the updates. If the updates are correct, click **NEXT** to continue with the installation. "Cancel" stops the installation program.

GA - InstallShield Wizard		
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed GA. Click Finish to exit the wizard.	
	< <u>B</u> ack Finish Cancel	

4. For a Client side update, the status will be displayed. When completed, click **Finish**.

5. For a Server side update, the Install screen will be displayed if you are upgrading an existing instance of OIGA.

GA - InstallShield Wizard	
Start Copying Files Review settings before copying files.	R
Setup has enough information to start copying the program files. If you want to revi change any settings, click Back. If you are satisfied with the settings, click Next to copying files.	ew or begin
Current Settings:	
System upgrade: previous OIGA version is found Destination Folder: Z:\Program Files\Oracle\OIGA ODBC Name: Agency Selected Features: Server	
	>
InstallShield	
< <u>B</u> ack <u>N</u> ext >	Cancel

6. Review the updates. If the updates are correct, click **NEXT** to continue with the installation. "Cancel" stops the installation program.

GA - InstallShield Wizard
SQL Server Login SQL Server requires login credentials to continue.
Specify a SQL Login ID and Password.
Login ID: sa
Password:
InstallShield
< <u>B</u> ack <u>N</u> ext > Cancel

7. Please enter sa LOGIN and PASSWORD to update the database and click NEXT.

Questio	n 🛛
2	In order to check and upgrade the OIGA database all users MUST exit all OIGA modules. Have all users exited OIGA? [NO will cancel installation]
	Yes No

8. Make sure that no users are connected to the database. Click **YES** to update your GA database.



In order to run the updater, ALL users must have exited GA. If you click YES and there are GA programs open, your database could become corrupt.

9. The database updater will run the updates if there are no connections detected.

The **Setup Status** will be displayed. When the installation is complete, the success screen will be displayed.

If any errors are encountered, an error screen will be displayed. Please contact Support for assistance.

10. When completed, click Finish.

Error Message

If there are any open connections to the OIGA database at the time of upgrade, you will see the following screen:



You must correct any errors before you can continue.

OIDX Integration

In OIGA v8.1 the pending and commission data will be downloaded directly from OIDX. The data download will happen via PGP encrypted XML files over Secure FTP.

The OIDX Integration process is replacing the QuickView Hub sync process. The QuickView database will no longer be needed. For safety reasons, it is recommended that you archive the QuickView database for a selected length of time.

NOTE It is highly recommended to have only one instance of the OIDX module.

Some of the Benefits

The Commission and Pending data will be available to view in the screen in OIGA v8.1. QuickView no longer needs to be maintained. Synching with the HUB is not needed. Only one database, the OIGA, needs to be hosted. Users will have access to OIDX data and OIGA data in one place.

Both Commission and Pending data can be integrated to the OIGA to bring over updates to cases and to reconcile the commission statements.

Required Items for OIDX Data Download

Prior to integration, please make sure the following items are in place and ready for use.

- 1. Hub Login. If you do not have a Hub Login, please contact QuickView Support.
- 2. Request an Oracle Secure Client FTP.
- 3. Make sure you have .NET Framework 3.5 Service Pack 1 installed.
- PGP decrypting client and a public PGP Key. Oracle Insurance has tested decryption with a PGP client from <u>http://www.pgpi.org/</u>. You may choose to use any PGP Key that you want. Your public PGP key will be added to the OIDX PGP Key Ring.
- 5. Your Schedule you will need to know how often updates are required.

OIGA Professional Services offers assistance with the setup and installation of OIDX. Please contact you Oracle Insurance Sales Representative for further information.

NOTE

In order to set up a standalone machine or server to download data from OIDX during the OIGA installation, select the "OIDX Integration" under the "Client" tree.

GA - InstallShield Wizard	
Select Features Select the features setup will install.	
Select the features you want to install, and deselect the features features for the features you want to install, and deselect the features GA	eatures you want to uninstall. Description OIDX Integration requires .NET Framework 3.5 Service Pack 1
0.00 MB of space required on the Z drive 0.00 MB of space available on the Z drive InstallShield < <u>B</u> ac	k <u>N</u> ext > Cancel

.NET Framework 3.5 SP1 is a requirement. If the installation does not find this component, the installation will stop.

The OIDX Integration tool/module can be accessed from the OIDX Integration icon. There are two data types that can be downloaded to OIGA: **Commission and Pending data updates**.

Universal Converter	N	
File Conversion Schedule I	Help K	
Conversion	Description	
HIDX-GA Commissions	IDX-GA Commissions Integration	
₩ IDX-GA Pending Cases	IDX-GA Pending Cases Integration	
Database Connection: Test ID)	K Connected As: sa	1.

To set up OIDX Integration, the parameters below need to specified:

- FTP Server Type SSL
- FTP Host Name Will be Provided Oracle Insurance
- FTP Login Name Will be provided by Oracle Insurance
- FTP User Password Will be provided by Oracle Insurance
- FTP Remote Path Will be provided by Oracle Insurance
- Working Directory Location on a local hard drive where XML files will be stored.
- PGP Tool Home Installation location of the PGP Tool, for example "C:\Program Files\PGPTool\"
- PGP Passphrase Your PGP passphrase

RPT IDX-	GA Pending Cases Integ	ration - Parameters	
Туре	Parameter	Value	Edit Parameter
	FTP Server Type	SSL	
	FTP Host Name	ftp.myserver.com	
	FTP Login Name	user	Add Optional
	FTP User Password	password	
	FTP Remote Path	/pending/XMLs	Remove Optional
	Working Directory	c:\Temp	
	PGP Tool Home	C:\Program Files\Network Associ	
	PGP Passphrase	passphase	
			Load Values
			Cours Values
			Jave values As
			Execute
			Cancel

- 1. Once all the parameters are set up click on the "Save Values As" button to save your settings.
- 2. Click on the **Execute** button to start data download process from OIDX.
- 3. The Commission and Pending data integrations can also be scheduled to be run automatically.

Installing WebGA

Oracle Insurance WebGA is a web based tool that allows processing cases and viewing Agent or Agency licensing / contracting and production numbers. WebGA can be installed anytime after OIGA. it is recommended that WebGA be installed on a dedicated web server separate from the OIGA installation files. The following points should be considered before installation:

- IIS is required
- Microsoft .NET 2.0 is required
- Ajax for .NET 2.0 is required
- Infargistics NetAdvantage_NET_20072_CLR20 is required
- WebGa is compatible with Microsoft Internet Explorer 6 and 7 however, Microsoft Internet Explorer 7 is recommended.
- If you are going to publish to the internet, it is strongly recommended that HTTPS be used instead of HTTP.
- 1. Unzip the download file you obtained from E-Delivery onto the machine where you want to install the update. Open the **WebGA** folder, where the installation file resides, and double-click the **WebGA8.1**.EXE file.

WebGA - InstallShield Wizard		×
	Welcome to the InstallShield Wizard for WebGA	
	The InstallShield® Wizard will install WebGA on your computer. To continue, click Next.	
	< Back Next > Cancel	

The WebGA installation program will begin.

2. Click Next to continue.

3. Select the features you want to install.

WebGA - InstallShield Wizard	×
Select Features Select the features setup will install.	
Select the features you want to install, and dese	elect the features you do not want to install. Description WebGA requires IIS, ASP .NET 2.0, AJAX 1.0, NetAdvantage for .NET
3.84 MB of space required on the C drive 48622.50 MB of space available on the C drive InstallShield	
	< <u>B</u> ack <u>N</u> ext > Cancel

4. Click Next.

WebGA - InstallShield Wizard		×
Choose Destination Location Select folder where setup will install files.		
Please enter the location where you would like folder name or click the Browse button to find a	to install the program. a new location.	You may type a new
C:\Program Files\DRACLE\WebGA		
		B <u>r</u> owse
InstallChield		
ากรงสาอาการเป	< <u>B</u> ack <u>N</u>	lext > Cancel

5. Select the location where WebGA is to be installed.

 Select the **DB Method**. Select **Browse for existing DSN**. This option will allow you to select a pre-existing DSN. You should not have to create a new DSN connection. WebGA should be installed after OIGA and will utilize the same database. If you need to create a new DSN, see page 17.

WebGA - InstallShield Wizard	×
Setup Type Select the setup type that best suits your needs.	
Choose database installation type:	
Browse for existing DSN	
C Create new SQL Server DSN	
InstallShield	
	< <u>B</u> ack <u>N</u> ext > Cancel

- 7. Click **Next** to continue.
- 8. Choose the same **DSN as OIGA**.

WebGA - InstallShield Wizard	×
Database DSN Setun Select Microsoft SQL Server DSN.	No.
Agency ga2008_inforce ga2008formal WebGA webga2008	
InstallShield	< Back (<u>Next >)</u> Cancel

9. Click **Next** to continue.

10. You may be required to log into SQL Server. It is recommended that you use the sa user.

WebGA - InstallShield Wizard	×
SQL Server Login SQL Server requires login credentials to continue.	
Specify a SQL Login ID and Password.	
Login ID:	
sa	
Password:	
J III	
InstallShield-	
< <u>B</u> a	ck <u>N</u> ext > Cancel

11. Click Next.

WebGA - InstallShield Wizard		×
Start Copying Files Review settings before copying files.		
Setup has enough information to start copying change any settings, click Back. If you are sai copying files.	the program files. If you v isfied with the settings, cl	vant to review or ick Next to begin
Current Settings:		
New installation: previous WebGA version is n Destination Folder: C:\Program Files\DRACLE ODBC Name: Agency Selected Features: WebGA	ot found \WebGA	A
		▼
InstallShield -		
	< <u>B</u> ack	t> Cancel

12. The installation will begin.

13. The status will be displayed as it progresses.

WebGA - InstallShield Wizard	×
Setup Status	No.
WebGA is configuring your new software installation.	
InstallShield	
	Cancel



14. Click Finish to complete the install.

15. After WebGA has finished installing, go to the install folder, for example, C:\Program Files\Oracle\WebGA or wherever you have chosen to install WebGA and add to the folder security full control for user **ASP.NET** user.

WebGA Themes

WebGA has of two themes, navy and olive. Navy is the default. The olive theme can be implemented by the following method:

- 1. Enter the Web.config file.
- 2. Find Pages > Theme.
- 3. Change navy to olive.

Accessing WebGA

- After installation, WebGA can be accessed internally from, http://webservername/WebGA/LoginForm.aspx.
- External access can be setup through a secure connection.
- To login, use the same GA login and password.

First Time Users

Setting Up Your OIGA System for the First Time

If you are installing OIGA for the first time, there is information available to help you set up your system.

1. From any module in **OIGA**, on the **HELP** menu, click **OPEN HELP**.

Your Internet browser will open with the Help System Welcome screen.

Welcome to the General Age	ncy Management Help system
The General Agency Management System (GA) pro management system to automate all back-office funct	ovides general agencies with the first fully integrated ions.
This online, HTML-based help system is designed to pro possible for GA.	ovide you with the most up-to-date user assistance
Getting Started	Managing New Business
Overview of GA	Working with Service Orders
Setting Up GA for the First Time	Working with Application Upload
Setting Up Integration	Adding Sales Proposals
Plan Data Update Service	Generating Reports
Commission Accounting	Integration

OIGA Help System Welcome screen

- 2. On the left side of the screen the table of contents is listed. Oracle Insurance recommends that you read the following topics:
 - Overview of OIGA
 - Setting Up OIGA for the First Time

The help system is organized into sections which provide information and procedures for working in each OIGA module. There are also sections that relate to Integration, managing correspondence, the GA Report System and more. Use the Help System to get familiarized with the GA system and to find answers to any questions you may have about GA.

9

OIGA can be removed at any time. If you remove the Server files, be aware that other users will not be able to access the files.

1. To remove OIGA, click the **Installation**. A Modify, Repair, or Remove screen will be displayed. If there is not enough room on the hard drive, the installation will close down. In that case, you must go to the Add/Remove programs on Control Panel.

GA - InstallSh	ield Wizard 🛛 🛛 🔀
₩elcome Modify, repair	r, or remove the program.
Welcome to t installation. C	the GA Setup Maintenance program. This program lets you modify the current Jlick one of the options below.
• Modiy	Select new program features to add or select currently installed features to remove.
O R <u>e</u> pair	Reinstall all program features installed by the previous setup.
O <u>R</u> emove	Remove all installed features.
	< <u>B</u> ack <u>Next</u> > Cancel

- 2. Choose the option you need.
 - a. Modify will allow you to modify the application.
 - b. Repair will re-load the application.
 - c. **Remove** will remove the application.
- 3. Select Remove.
- 4. Click **Next**. A warning message will be displayed. Click **Yes** to remove the program.



The status will be displayed as it progresses.

GA - InstallShield Wizard	
PI	Uninstall Complete
	InstallShield Wizard has finished uninstalling GA.
	< <u>B</u> ack Finish Cancel

5. When the program has been removed, a completion screen will be displayed. Click **Finish**.

The program and all icons will be removed. You may need to clear the temp files by running a Disk Cleanup program.

10

Support

If you need additional assistance, please contact My Oracle Support at <u>http://metalink.oracle.com</u>.

Address any additional inquiries to:

Oracle Corporation World Headquarters 500 Oracle Parkway Redwood Shores, CA 94065 U.S.A.

Worldwide Inquiries: Phone: +1.650.506.7000 Fax: +1.650.506.7200 oracle.com

Index

A

Accessing	
OIDX	41
WebGA	48
Active Server Pages	
Enabling	9
Administrative Rights	
For Installations	11
Adobe Acrobat	
Print Utility	10
Application Server	
Subcomponents	8
ASP.NET v2.0.xxxx	
Enabling	9
ASPNET Extensions	
Microsoft .NET 2.0 Framework	8
ASPNET ISAPI Extensions	
Microsoft .NET 2.0 Framework	8
Authentication	
Default Windows	18, 29
Loggin In to Database	21

B

Browse for existing DSN......16, 27, 31

С

Change Default Database19, 29
Changing
WebGA Themes48
Checklist
OIGA Installation6
Client
lcons23
Pointing to Server Files
Select Features14, 25
Updates35
Client Installation
Administration Rights24
Location of Server Files24
Requirements24
Commission
Data Types41
Copy to disk the OIGA database backup 16
Correcting
Error Message

D

Data Types Commission Downloaded to OIGA Pending Data Updates Database	. 41 . 41 . 41
Change Default	. 29
Preparing	. 16
QuickView	. 39
Requirements for Updates	. 37
Server, MDAC	7
Updates	. 37
Use ANSI nulls 19	, 30
Database Update	
New_Corporation.sql script	. 16
DB Method	45
Selecting	, 45
Dedicated Network Server	11
Por Installation Settings	. 10
Destination Location	. 12
Selecting	, 26

E

E-Delivery	4
Edition Notice	2
Error Message	38
Errors	
Log Files	23
Extensions	
ASPNET	8
ASPNET ISAP	8

H

Hub Sync Process	
QuickView	39

Ι

Icon	
OIDX	. 41

Removing	51
IDESKTOP	
Database	10
IIS	
Enabling	9
Installing Microsoft .NET 2.0 Framew	ork
After	7
Required	8
Installation Options	11
Installing	
Completed	23
Microsoft .NET 2.0 Framework	7
OIDX	40
WebGA	43
Installing to a Non-Dedicated Network	
Server	
For Installation	11
Installing to a Standalone PC	
For Installation	12

L

Log Files	23
Logging in to Database	
Using SA login	21, 46
Using SQL Authentication	21

M

MDAC	
Split over Servers	7
Microsoft .NET 2.0 Framework	7
Microsoft SQL Server	9
Modifying	
OIĜA	50

N

New DSN Creating 17, 28, 4	5
New Install	-
Preparing Database1	6
New_Corporation.sql script	
Running1	6
Novell Network Operating System	
Requirements1	3

0

OIDX	
Accessing	41
Icon	41

Installing	40
Select Features	25
OIDX Integration	39
Requirements 3	9, 42
OIGA	
Installing .NET 2.0 Framework Prior	7
Installing .NET 2.0 Framework Prior . Modifying	7 50
Installing .NET 2.0 Framework Prior . Modifying Removing	7 50 50
Installing .NET 2.0 Framework Prior . Modifying Removing Repair	7 50 50 50

P

Pending Data Updates	
Data Types	41
PGP Key	
OIDX Integration	39
Pointing to Server Files	
Client	26
Print Utility	
Adobe Acrobat	10

Q

QuickView	
Database	39
Hub Sync Process	39

R

Read and Write Rights	
For Installations	11
Removing	
OIGA	50
Repair	
OIGA	50
Requirements	
Client Installation	24
Database Updates	37
Internet Information Services	8
OIDX Integration	42
WebGA	43
Windows Server	7
Restoring Database	
SQL Server Instance	16

S

SA login		
Logging in to Database	21,	46
Select Features		
Client	14,	25

OIDX25
Server14, 25
Selecting
DB Method16, 27, 45
Destination Location15, 26
Server
lcons23
Select Features14, 25
Updates36
Server Files
Sharing23
Server Installation
Not Registering Components12
Server/Client Setup13
Servers
OIGA Split Over7
OIGA Split Over7 Setting Up
OIGA Split Over7 Setting Up IDESKTOP Database10
OIGA Split Over7 Setting Up IDESKTOP Database10 OIGA49
OIGA Split Over
OIGA Split Over
OIGA Split Over
OIGA Split Over 7 Setting Up IDESKTOP Database 10 OIGA 49 Settings SQL Server 10 Sharing Server Files 23
OIGA Split Over 7 Setting Up IDESKTOP Database 10 OIGA 49 Settings SQL Server 10 Sharing Server Files 23 SMTP Service 10 10
OIGA Split Over 7 Setting Up IDESKTOP Database 10 OIGA 49 Settings SQL Server 10 Sharing Server Files 23 SMTP Service IIS Requirement 9
OIGA Split Over 7 Setting Up IDESKTOP Database 10 OIGA 49 Settings SQL Server 10 Sharing Server Files 23 SMTP Service IIS Requirement 9 SQL Server 9 9
OIGA Split Over
OIGA Split Over 7 Setting Up IDESKTOP Database 10 OIGA 49 Settings SQL Server 10 Sharing Server Files 23 SMTP Service IIS Requirement 9 SQL Server 9 SQL Server Requirements 9 9 SQL Server 10 10

SQL Server	Instance	
Restoring	Database	 16

U

Updates	
Client	35
Database	37
OIGA	33
Requirements for OIGA	33
Server	36
Use ANSI nulls	
Database	19, 30

W

Web Server	
MDAC	7
WebGA	
Accessing	48
Installing	43
Requirements	43
Themes	48
Windows Server	
Components	7