OpRiskControl and Incident Manager Installation

Introduction

This Technical Note describes the manual process to install OpRiskControl and Incident Manager commencing from version 5.4.0.0.

The process to install OpRiskControl (ORC) and Incident Manager (IM) has changed from an installer driven method to a manual install process. The deployment packages and installer projects are no longer available in this release.

Overview

The release folder structure has now changed to the following set of directories:

Database	Contains the configuration utility and upgrade scripts.
OpRiskControl	
↳ Job Scheduler	Contains the Job Scheduler service for OpRiskControl
↳ Notification Manager	Contains the Notification Manager service for OpRiskControl
↳ Website	Contains the OpRiskControl Website
IncidentManager	
↳ Job Scheduler	Contains the Job Scheduler service for Incident Manager
↳ Notification Manager	Contains the Notification Manager service for Incident Manager
↳ Website	Contains the Incident Manager Website

The release location for v5.4.0.0 is:

\\hitec-nas2\TeraShare\SharedFiles\OpRiskControl\ReleaseArea\v5.4.0.0

Installation

Copy the files to the server you want to install onto:

    \Program Files (x86)\Hitec Laboratories\OpRiskControl

    \Program Files (x86)\Hitec Laboratories\Incident Manager

Go to IIS and add a new Application Pool:

Name: OpRiskControl

.NET Framework Version: .NET Framework v4.0.30319

Managed Pipeline: Integrated

Click OK, right click on the App Pool, select Advanced Settings and change the Identity to a service account. The service account will need sufficient database access privileges.

OpRiskControl Website

Go to IIS and add a new application:

Alias: OpRiskControl.

Application pool: OpRiskControl.

Physical Path: The location of the OpRiskControl Website folder.

Incident Manager Website

Go to IIS and add a new application:

Alias: IncidentManager.

Application pool: OpRiskControl.

Physical Path: The location of the Incident Manager Website folder.

Setup the Database (New Installs)

Run the configuration tool for OpRiskControl and Incident Manager.

Create an OpRiskControl database.

Create an Incident Manager database ensuring that the OpRiskControl Database name is referencing the correct Database created in the previous step. This is important for setting up the SQL triggers correctly between the 2 databases.

Ensure the service account has sufficient permissions on the database.

When you create a new database you may have to manually change the Hitec Support default user in the tblUser table to an AD user, this is to enable you to run the application for the first time. All you need to change is OS User column to match your AD name.

Tip: If you run the application without this setup there will be an error message showing you the user it is trying to find.

Update Configuration Files

Update the configuration files for the websites and services to match your server's configuration.

Licensing

License files needs to be generated by Hitec for both applications.

The licence files need to be copied to the Bin folder for each website.

Setup Services

In total there are 4 services that can be installed:

- OpRiskControl Job Scheduler Service.
- OpRiskControl Notification Manager Service.
- Incident Manager Job Scheduler Service.
- Incident Manager Notification Manager Service.

To install the service, launch a command prompt with administrator privileges. Enter the following command (changing the file path based on your local configuration):

OpRiskControl Services

```
sc create "OpRiskControl Notification Manager" binpath="C:\Program Files
(x86)\Hitec Laboratories\OpRiskControl\Notification
Manager\HitecLabs.Risk.NotificationManager.exe" displayname="OpRiskControl
Notification Manager"

sc create "OpRiskControl Job Scheduler" binpath="C:\Program Files (x86)\Hitec
Laboratories\OpRiskControl\Job Scheduler\HitecLabs.Risk.JobScheduler.exe"
displayname="OpRiskControl Job Scheduler"
```

Incident Manager Services

```
sc create "Incident Manager Notification Manager" binpath="C:\Program Files
(x86)\Hitec Laboratories\IncidentManager\Notification
Manager\HitecLabs.Risk.NotificationManager.exe" displayname="Incident Manager
Notification Manager"

sc create "Incident Manager Job Scheduler" binpath="C:\Program Files (x86)\Hitec
Laboratories\IncidentManager\Job Scheduler\HitecLabs.Risk.JobScheduler.exe"
displayname="Incident Manager Job Scheduler"
```

If successful, you will see a message `[SC] CreateService SUCCESS`

Note: If you need to delete a service then use the command sc delete:

```
sc delete "<Name of the service>"
```

Setting Permissions

- Right click on the services and select properties.

- Go to the Log On tab.

- Enter the credentials of the service account.

The service account will need to have sufficient database permissions for the services to start correctly.