

## Installation Instructions

Version 2.2 2008.10.20

A list of technical requirements for *eSolve* is attached. Insure that your computer systems meet the minimum requirement. **eSolve<sup>®</sup> may not install or operate correctly if the minimum requirements are not met.** Follow these instructions to install *eSolve* on your server:

1. Download the *eSolve* installation file (*esolve\_setup\_2.2.exe*) from the *eSolve* website ([www.esolve.ca](http://www.esolve.ca)). This file is about 105MB. Alternately, you may have been provided with a CD that contains the program.
2. Start the installation program on your designated *eSolve* server computer. A “server” can be any computer with the Windows 2000, XP (PRO), or 2003 Server operating system. The server will require a fully qualified “DNS” name or static IP address for other users to access the *eSolve* system on your network (*not required for local single-computer operation*).
3. Follow the instructions on the installer. The database file (the file that contains all of the *eSolve* investigation data) can be installed on a different hard drive from the program files. You may want to choose this option if you contemplate a large volume of data (*images, documents, video and audio*). Optionally, you can check the “Run in Secure Mode” box. This configures *eSolve* to run as a *Secured Installation* that forces encrypted connections to all client computers. Check with your IT Technician for the appropriate installation options for your organization.
4. Launch the *eSolve* application from the desktop shortcut or the Start menu. In a Secured Installation, *Internet Explorer 7.0* may ask you to verify the security certificate—answer “*Continue to this Website*”. Other

browsers do not ask this question. Note that you will require the *Adobe<sup>®</sup>* Flash Player and PDF Reader “plug-ins” for your browser. **Most computers already have this software installed.** See your IT technician or the Adobe website ([www.adobe.com](http://www.adobe.com)) for more information.

5. On a new installation, click “Register” to register your copy of *eSolve* when prompted. You will require a valid agency name and registration key to complete this process. The registration key can be obtained by registering on the *eSolve* website or by contacting Trinus Technologies Inc. [[info@esolve.ca](mailto:info@esolve.ca) or (866) 978-5000 or (780) 968-1333] and requesting a registration key. When registration is complete, restart the *eSolve* application.
6. Login to *eSolve* by using one of the following supplied accounts:  
  
Username: admin  
Password: admin01  
  
OR  
  
Username: guest  
Password: guest01
7. You can now proceed to configure *eSolve* for your agency. Other users can access *eSolve* by pointing their browser to:

### Non-Secured Installation:

[http://\[COMPUTER DNS NAME or IP ADDRESS\]:8080/eSolve/eSolve.htm](http://[COMPUTER DNS NAME or IP ADDRESS]:8080/eSolve/eSolve.htm)

### Secured Installation:

[https://\[COMPUTER DNS NAME or IP ADDRESS\]:8443/eSolve/eSolve.htm](https://[COMPUTER DNS NAME or IP ADDRESS]:8443/eSolve/eSolve.htm)

(Substitute the server DNS or IP address above — capitalization of the hyperlink is important)

## Additional Information about Secured Installation Mode

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Secured Installation mode refers to securing the network communication path that is used to transmit data between the host server and client computer by encrypting the data stream. Running *eSolve* in either *Secured* or *Regular* mode does NOT affect *eSolve*'s ability to restrict the specific rights of users to perform various functions or view data within *eSolve*; application security is ALWAYS enforced.

In general, Secured Installations are only required for *eSolve* applications where network traffic is exposed to the Internet, or an extra layer of encryption is required for internal or Intranet applications.

A Secured *eSolve* Installation uses the HTTPS (Secure Socket Layer—SSL) protocol to establish an encrypted connection between the client and host server. The connection is trusted when the client browser recognizes the issuing certificate from the server either by previous connection or through a recognized and trusted authority that validates the certificate. Some browsers (*Firefox*) allow certificates to be permanently trusted once the user verifies the authenticity; others (*Internet Explorer 7*) do not. Normal *eSolve* installations do not face this problem.

As *eSolve* is an application that may be installed on many different network servers in many different environments (some of them closed and secure), it is impossible to issue a “universally trusted” *eSolve* certificate to validate authenticity. To eliminate the validation warning from Internet Explorer 7 and other browsers, the *eSolve* server will require a trusted certificate keyed to the owner’s domain name and specific installation of *eSolve*. If the agency has its own trusted certificate server, the Certificate Administrator will have to issue a trusted certificate.

*eSolve* uses *Apache<sup>®</sup> Tomcat* as the host web server. By default, the SSL implementation uses the JSSE (Java Secure Socket Extensions) to generate the key file and password. The key file supplied with *eSolve* for a secured installation is *key.bin*, located in the *C:\eSolve\Tomcat5\conf* folder (or wherever *eSolve* was originally installed). The corresponding entry that references the key file is in the *server.xml* configuration file under the <Connector> tag; *keystorefile* and *keystorepass* values. Depending on the issuing server’s requirements, the implementation files and procedures will need to be modified.

The required Java key generation tool is supplied in the *Java/bin* folder (*keytool.exe*).

More information about securing Tomcat web servers using SSL can be found on the Apache website at:

<http://tomcat.apache.org/tomcat-5.5-doc/ssl-howto.html>

## Additional Information about Yahoo! Mapping Feature

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*eSolve* makes calls to the Yahoo! Map servers to plot Location data-points. While the *eSolve* server provides the data-points, the calls for mapping functions occurs on the client workstation. Thus, client workstations will require a standard connection to the Internet to download map data in real-time; server security is not affected and the server does not require an Internet connection (unless it serves dual purpose as client workstation).

## Technical Requirements

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| Parameter  | Minimum Requirement  |
|--|--|
| <b>Server</b>  |  |
| Processor  | Intel Pentium 4 - 3.0Ghz or better   |
| RAM  | 1GB (2GB Recommended)  |
| Free Hard Drive space<br><i>(Note: data &amp; program files may be split between 2 drives at installation)</i> | Program Files: 400MB<br>Data Files: 8GB<br><i>(dependent on file and data storage)</i>   |
| Operating System   | Windows 2000 (Server or Desktop)<br>Windows XP PRO<br>Windows 2003 Server<br>Linux (several versions supported through semi-manual installation)<br><br><i>(Latest service pack(s) required for any O/S)</i>   |
| Networking   | Network card with IP stack bound and configured for static IP or qualified DNS name  |
| Supporting Components  | Tomcat: 5.5.23 (port 8080 required; supplied with application installation)<br>Java: JRE 1.6.0 (supplied with application installation)<br><br>MySQL: 5.0.41 (port 3306 required; supplied with application installation) OR<br>SQL Server: 2005 (port 1433 required; "Express" supplied with application installation)<br><br>Other web-host software and/or related components not recommended to co-exist with eSolve. IT IS <b>NOT</b> RECOMMENDED THAT eSolve SHARE SERVER RESOURCES WITH ANY OTHER SERVER-BASED APPLICATION. |
| <b>Client</b>  |  |
| Processor  | <b>ANY</b> 2.0Ghz or better—NOT application dependent<br><i>(3.0Ghz or better recommended)</i>   |
| RAM  | 512MB <i>(1GB Recommended)</i>   |
| Video Support  | 1024 x 768 — 16 bit colour <i>(24 bit recommended)</i>   |
| Free Hard Drive space  | <b>ANY</b> - NOT application dependent   |
| Operating System   | <b>ANY</b> - NOT application dependent   |
| Networking   | IP connection to host server   |
| Browser  | <b>ANY</b> - NOT application dependent <i>(FireFox Recommended)</i>  |
| Adobe <sup>®</sup> Flash Player Browser Plug-in  | Version 8.0 or newer <i>(Version 10 Recommended)</i>   |
| Supporting Components  | Plug-ins and/or applications to support viewing or editing of client-specific stored data files <i>(ie: PDF, DOC, JPG, AVI, MP3)</i>   |

Features and specifications subject to change without notice. For further information, see [www.esolve.ca](http://www.esolve.ca) or e-mail [info@esolve.ca](mailto:info@esolve.ca)