

Client New and Update Installation Checklist

Type of Install: New features and updated KB.

Notes Before Starting

Warning! The Rembrandt client installation must take place immediately after completing the Rembrandt 2011.3 server installation or update to avoid data loss.

- The installation instructions list specific implementation options. If you are attempting to install in a manner other than what is listed, contact SupportLine (Technology) to discuss your options or for additional information.
- Review the Rembrandt System Requirements information on the Wolters Kluwer Financial Services web site, <http://support.wolterskluwerfs.com>.
- Loan Administration Staff: Carefully review the Rembrandt Release Notes documentation prior to installation.

Pre-Installation Client Preparation

- Verify the operating system is stable and has a solid connection to your network. Check the Event Viewer log files for more information.

Note: If the workstation is having hardware or software related problems, address the problems before attempting the Rembrandt Client installation.

- Apply all appropriate service packs to the Microsoft operating system and Internet Explorer.
- Client computers should not be named:
 - o Rembrandt
 - o Any all numeric name, such as the computer's IP address

- Any name with a space, slash, hyphen, dash, or other non-alphanumeric characters
- ❑ The client workstation must be a member of a secure Microsoft Windows Domain; workgroup membership alone is not sufficient.
- ❑ Microsoft TCP/IP must be installed and configured for a static address or a dynamic address assigned by a DHCP server on your network.
- ❑ Name resolution must be enabled via WINS, DNS, LMHOSTS or HOSTS files.
- ❑ Internet Explorer must be installed and able to get to an address line when Internet Explorer opens.

Note: Internet access is not required to run the Rembrandt Lending System; rather Rembrandt uses components of Internet Explorer in the coding of the Lending documents it creates.

- ❑ A network logon with administrator access is required to install the client software. We recommend using the domain administrator account.
- ❑ Restart the client before beginning the software installation.

Terminal Services Deployments

- ❑ All users must exit Terminal Services prior to applying this update.
- ❑ Use the Add/Remove Programs applet in Control Panel when installing the Rembrandt Client. This will automatically place the Terminal Server into 'Install Mode' prior to applying any software installations or the updates to the Terminal Service(s) Server.

Client Installation

Important! Every effort has been made to ensure an error-free installation process. If, however, an error message is encountered during installation, call technical support at 1-800-274-2711 X124081 before proceeding. Rembrandt has several components that must be installed in sequential order; therefore it is very important you do not continue past an error message until a support technician instructs you to do so.

- ❑ From the client computer, logon to the network as Administrator.
- ❑ Temporarily disable the client PC's virus scanning software.
- ❑ Navigate to the servers BSIApps\Rembrandt\Client Setup folder using the Add/Remove programs applet in Control Panel.
- ❑ Locate and execute the Setup.exe file within the Client Setup folder to begin the client installation. If installing on Windows Vista, right-click **Setup.exe** and select Run as administrator.

Note: All first time users of Rembrandt on a Windows Vista client will need to right-click the Rembrandt desktop shortcut and select Run as administrator.

- Continue to click **Next** through the installation process, being careful to read each screen as it appears.
- Click **Yes** if you receive a message saying Conversion Status Unknown. Click **Yes** again on the **Continue** message that follows.
- Depending upon the options selected during the server installation, the client installation process may require user input or validation of default installation options. As with the server installation, the SQL Server and DDS Server names are the servers' computer name. The DDS Port should default to 8300.
- At the end of the installation process, the setup program will attempt to restart the workstation. Please allow for the restart.
- All Rembrandt users will need 'Full Control' security permissions on the Rembrandt and BSI Shared folders placed by the client installation. The Rembrandt folder defaults to C:\Program Files\Rembrandt, and BSI Shared defaults to C:\Program Files\Common Files\BSI Shared.

Final Steps

- Restart any backup services or virus scanning services that had been temporarily stopped for the update installation.
- Periodically check <http://support.wolterskluwerfs.com>, for updates, hotfixes or updated information regarding the Rembrandt software.
- Consult the Rembrandt User Guides prior to using the Rembrandt Lending System software.
- You will need to download and install an update from Microsoft in order to view the Rembrandt help files on Windows Vista. For more information on the update, visit <http://www.microsoft.com/downloads/details.aspx?familyid=6ebcfad9-d3f5-4365-8070-334cd175d4bb&displaylang=en>.
- Reboot your computer to complete the installation process.

How to Contact SupportLine

Support Web Site

Visit our Software Support web site for documentation, downloads, frequently asked questions, training, and support information, or to submit issues through e-mail at the following location:

<http://support.wolterskluwerfs.com>

We believe you'll find this site to be a valuable source of support information. We have added links to many industry sites that we think will benefit you.

Contact Us by Phone

You can call our SupportLine technicians at 1-800-274-2711. Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. Central Time. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. Support staff checks voice mail on the next available business day.

To help us handle your question as quickly as possible, have these items handy before you call:

- product name and version number
- product customer number
- operating system and version number

Program Use Questions

Call 1-800-274-2711, ext. 124012

Technology / Installation / Hardware or Systems Questions

Call 1-800-274-2711, ext. 124081

Contact Us by Email

Use this email to contact us with questions: rmbrtsup@wkglobal.com.

Contact Us by Fax

Fax us, Attention: SupportLine, at 1-800-860-8185.

Contact Us by Mail

If you prefer, write a letter detailing your question and send it to:

SupportLine
Wolters Kluwer Financial Services
P.O. Box 1457
St. Cloud, MN 56301

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