

## Server Update Installation Checklist

Type of Install: New features and updated KB.

### Notes Before Starting

- 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.
- All Rembrandt Server components such as Rembrandt, DDS and SQL Server 2005 typically exist on the same server.
- If you have Rembrandt installed to a SQL Server cluster, please call SupportLine for specific instructions not provided in this document.
- Review the Rembrandt System Requirements information at <http://support.wolterskluwerts.com>.
- Review *Rembrandt Server Maintenance* from the Rembrandt Maintenance web page before applying this update.
- Loan Administration Staff: Carefully review the Rembrandt 2011.3 Release Notes documentation prior to installation.

### Pre-Installation Preparation

- Install current and stable Microsoft service packs to Windows Server 2003 and Internet Explorer prior to completing this update.

---

**Note:** When applying service packs to your system, check your printer manufacturer, your backup software manufacturer or any other 3rd party software provider prior to applying service packs to your system to ensure overall system stability and performance.

---

- Verify the domain controller and the Rembrandt member servers are stable. Do not attempt to install this update unless all systems are functional and providing network services reliably.
- Check the Windows Event Viewer log files for error messages and warning messages from the operating system. Correct any problems that exist before continuing.

- Backup your entire system and data prior to applying this update. Save the Rembrandt backup as a permanent record of all loan transactions created prior to this update.
- Once the software is installed, do not rename the server.
- Domain Administrator Security level access is required for the person completing this update and for adding users.
- Rembrandt Lending System version 2011.2 must be currently installed on a member server within Windows 2003 Domain. Only Rembrandt versions 2011.2 can be updated to version 2011.3.
- Close or delete any unnecessary lending transactions and clear the contents of any temporary folders on the server and client workstations. The default location of the Rembrandt Lending System temp folder is %:\Program Files\Rembrandt\temp for the clients or Terminal Services Server/Citrix Server. Delete all files from this folder but do not delete the folder itself.

---

**Important!** Users should not be allowed access to Rembrandt until the entire update is complete. If users attempt to access the system during the update process, your data is at high risk for corruption and the installation will fail.

---

- Once the Rembrandt 2011.3 update has been applied to the server, all Rembrandt client workstations must be updated with the new Rembrandt 2011.3 client prior to using the updated server. Instructions for installing the Rembrandt Client Update can be found in the *Client Update Installation Checklist* on the Rembrandt Installation web page at [http://www.support.wolterskluwerfs.com/Product\\_Support/rembrandt\\_installation.asp](http://www.support.wolterskluwerfs.com/Product_Support/rembrandt_installation.asp).

---

**Warning!** Allowing users to connect to the server without first updating their workstation to the new version of Rembrandt will cause irreversible data loss.

---

## Microsoft SQL Server Service Packs

- Install the latest service pack to the version of SQL Server purchased. For Microsoft SQL Server 2005, Service Pack 2 should be installed before applying the Rembrandt update.

## Create the New Rembrandt2011\_3 Database

- Create a new database named Rembrandt2011\_3 using SQL Server's Enterprise Manager. Set the initial size of the Rembrandt2011\_3 database and transaction log to a size somewhat larger than your current database. Increase the size of the new database to allow for anticipated growth. For the update, do not restrict the growth of the Rembrandt2011\_3 database or the Rembrandt2011\_3 transaction log. After the update is complete, restrict the growth of the Rembrandt2011\_3 database and transaction log according to your organizations standards. Remember to enable the 'simple recovery option on the database if you do not employ an alternative method of clearing the database transaction log. See SQL Server's Books OnLine for more information.

- The Rembrandt2011\_3.sql database structure script is located within the SQL Folder on the Rembrandt CD. Use SQL Servers' Query Analyzer to run the Rembrandt2011\_3.sql database structure script against the Rembrandt 2011\_3 database to create the required table structure.

---

**Important!** If you have Rembrandt installed to a Domain Controller, the script will fail. Rembrandt is not recommended for Domain Controller installation. See [Appendix A](#) for further instructions before continuing with the database conversion program.

---

## Execute the Database Conversion Program

- Within the convert folder of the Rembrandt CD, execute the convert.exe program to begin the database conversion program. Read each screen carefully before advancing to the next screen.
- If the conversion was successful, the servers' %:\BSIApps\Rembrandt\BSIDBConvert.OK file will display the current date.

---

**Note:** If the BSIDBConvert.OK file does not show the current date, locate and print the BSIDBConvertLog.txt file and call technical support at 1-800-274-2711 X124081 before proceeding.

---

## Rembrandt Lending System Server Update

---

**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.

---

- Stop the BSI DocServices service from Control Panel, Administrative Tools, Services.
- End Task on DDSServ.exe, WinPServer.exe, and LockMgr.exe if process is running.
- Stop virus scanning software services and processes. Once the Rembrandt update is complete, make sure these services and processes are re-started.
- Stop backup software services and set their startup option to 'manual' for the Rembrandt update process. When the Rembrandt update is complete, reset the backup services to automatic startup.
- At the root of the Rembrandt CD, execute the Setup.exe program. Read each screen carefully before clicking **Next**.

---

**Note:** The Rembrandt Setup.exe program will ask you to restart the server during the software installation process. Since the setup program will attempt to continue the software installation once the system has restarted, be sure you login as the same user throughout the entire installation.

---

- Click Yes if you receive a message stating **Conversion Status Unknown**. Click Yes again on the **Continue** message that follows.

- Select ALL of the following options to install the Rembrandt Server:
  - Remote Multiple Client Setup Files
  - DDS (Distributed Document Services)
- The server will require a restart at the end of the Rembrandt file placement.
- After the Rembrandt server has restarted, log into your server to complete the update. The update initialization program will begin automatically after login. The update initialization program runs only once: please allow the initialization process to complete without interruption.

## Final Steps

- Reset the automatic startup options on any backup services or virus scanning services that had been set to manual for the update.
- Configure backup routines to backup Rembrandt data according to the Rembrandt Server Maintenance document on the Wolters Kluwer Financial Services support web site.
- Periodically check the support web site for updates, hotfixes or updated information regarding the Rembrandt software.

## Rembrandt Client Update

---

**Warning!** All Rembrandt client workstations must be updated immediately after the server is updated to prevent data corruption or data loss.

---

- Before updating the Rembrandt client workstations to version 2011.3, refer to the *Client Update Installation Checklist* at <http://support.wolterskluwerfs.com>.

## Appendix A

### Configuring the Database on a Primary or Backup Domain Controller

---

**Important!** This section is to be completed ONLY by those customers who have Rembrandt installed on a Primary Domain Controller/Backup Domain Controller. If your Rembrandt server is a member server and is not a Domain Controller or Backup Domain Controller, skip this section and return to [Database Conversion](#).

---

- After running the Rembrandt2011\_3.sql database script, errors will be returned by the SQL Servers Query Analyzer.

---

**Note:** Rembrandt was not intended to be installed to a domain controller and has not been tested for domain controller installations. Rembrandt is intended to be installed to a member Server within Windows 2003 Domain.

If you are updating the Rembrandt Lending System on a domain controller, several parts of the database script will fail and error messages will appear within the query results. All failed items must be corrected manually after the script has run.

---

- To correct the errors, manually create the RembrandtUser database user account using SQL Server's Enterprise Manager, under the Rembrandt2011.3 database and associate it to the RembrandtUsers group created in Windows 2003.
- Assign the RembrandtUser account 'dbdatareader' and 'dbdatawriter' permissions on the Rembrandt2011.3 database.
- Use SQL Server's query analyzer utility to enter and run the following command to set permissions on the BSI proprietary stored procedures:

```
USE REMBRANDT2011_3
EXEC BSIDB_SETUP_SETSPSECURITY 'RembrandtUser'
Go
```
- Continue with the update by returning to [Execute the Database Conversion Program.](#)

# 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](mailto: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

## Publication Information / Version

Rembrandt  
Server Update Installation Checklist  
Version 2011.3  
Version 3.2  
August 2011

## Distributed Subject to Terms of a License or other Agreement

The contents of this publication, including its appendices, exhibits, and other attachments, as updated or revised, are highly confidential and proprietary to Wolters Kluwer Financial Services, Inc. or its subsidiaries or affiliates ("Wolters Kluwer Financial Services"). This publication is distributed pursuant to a Non-Disclosure Agreement, Evaluation Agreement, License Agreement and/or other similar agreement(s) with Wolters Kluwer Financial Services, Inc. or its subsidiary or affiliate. Unless otherwise specifically provided in such agreement(s), the reproduction of this publication is strictly prohibited. Use and distribution of this publication are also subject to the responsibilities and obligations of such agreement(s), which require confidential treatment of this publication and its contents.

Information in this guide is subject to change without notice and does not represent a commitment on the part of Wolters Kluwer Financial Services.

## Do Not Reproduce or Transmit

Unless otherwise specifically authorized in the agreement or license under which this publication has been provided, no part of this publication may be posted, played, transmitted, distributed, copied or reproduced in any form or by any means, electronic or mechanical, including photocopying, recording, or retaining on any information storage and retrieval system, without prior written permission from Wolters Kluwer Financial Services.

Requests for permission to reproduce content should be directed to Wolters Kluwer Financial Services, Inc., Corporate Legal Department, by telephone at 1-800-397-2341.

## Not a Substitute for Legal Advice

This publication is intended to provide accurate and authoritative information about the subject matter covered based upon information available at the time of publication. Examples given in this publication are for illustrative purposes only.

Development of this publication and the software (including forms, disclosures, reports, and other documents generated by the software) or other products that it describes was based on Wolters Kluwer Financial Services' understanding of various laws, regulations and commentaries. Wolters Kluwer Financial Services cannot and does not guarantee that its understanding is correct.

This publication is not intended, and should not be used, as a substitute for legal, accounting, or other professional advice. Wolters Kluwer Financial Services is not engaged in providing legal, accounting or other professional services. If legal or other professional assistance is required, you should seek the services of a competent professional. We encourage you to seek the advice of your own attorney concerning all legal issues involving the use of this publication and any products described in this publication. If your interpretations or your counsel's interpretations are contrary to those expressed in this publication, you should of course, follow your/your counsel's interpretations.

The following notice is required by law:

**WOLTERS KLUWER FINANCIAL SERVICES' PRODUCTS AND SERVICES ARE NOT A SUBSTITUTE FOR THE ADVICE OF AN ATTORNEY.**

## Warranty Disclaimer

Except only for the warranties (if any) expressly set forth in the agreement(s) under which this publication is provided (i.e., your agreement or license for the described product), this publication is provided "as is", and Wolters Kluwer Financial Services makes no warranty, express, implied, by description, by sample or otherwise, and in particular and without limitation, makes no implied warranties of merchantability or fitness for purpose. No modifications to this Warranty Disclaimer are authorized unless in writing and signed by the President or a Vice President of the Wolters Kluwer Financial Services entity licensing the product described in this publication.

## Trademarks and Credits

U.S. Patent No. 6,006,242

Expere, Bankers Systems, and Rembrandt are registered trademarks of Wolters Kluwer Financial Services.

InstallMaster is a registered trademark of Wise Solutions, Inc.

Microsoft, MS, MS-DOS, Windows, and Windows NT are registered trademarks of Microsoft Corporation in the United States and other countries.

SQL Server 2005 is a trademark of Microsoft Corporation.

All other trademarks are the property of their respective owners.