



Acuo Admin Portal  
Installation and Setup Guide

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# Table of Contents

<b>Copyright</b> .....	<b>2</b>
<b>Install Acuo Admin Portal for the first time</b> .....	<b>4</b>
<b>Upgrade Acuo Admin Portal</b> .....	<b>4</b>
Back up Acuo Admin Portal registry settings .....	4
Upgrade Acuo Admin Portal .....	5
Upgrade note for SQL users .....	5
<i>Issue Description</i> .....	5
<i>Contact</i> .....	6
<b>Configure SQL Server Agent</b> .....	<b>6</b>
Add service user to groups .....	6
<b>Add server roles to IIS</b> .....	<b>6</b>
<b>Install VNA Command Line Interface</b> .....	<b>7</b>

## Install Acuo Admin Portal for the first time

To install Acuo Admin Portal for the first time, complete the following steps.

**Prerequisite** Refer to the technical specifications for a complete list of setup program prerequisites.

1. Download the installation files to a temporary directory on your computer.
2. To launch the Setup Wizard, double-click one of the following files.
  - **For Acuo VNA 6.0.2:** AcuoAdminPortal\_x86\_Release installer
  - **For Acuo VNA 6.0.3 or later:** AcuoAdminPortal\_x64\_Release installer
3. On the welcome page, click **Next**.
4. On the **End-User License Agreement** page, scroll to the bottom of the license agreement, select the **I accept the terms in the License Agreement** check box, and then click **Next**.
5. On the **Features** page, select the features that you want to install and click **Next**.
6. On the **Web Site** page, select an installation website and click **Next**.
7. On the **App Server** page, type the name of your application server and click **Next**.
8. On the **Acuo Service User** page, type credentials for the Acuo service user account and click **Next**.

**Note:** The VnaSystem service runs with administrator rights.

**Note:** The account you specify here must have access to the following on each application server: DCOM, Remote Registry, Administrator File Share, and Remote Performance Monitor.

9. On the **SQL Credentials** page, do one of the following:
  - To use your current Windows account credentials, click **Next**.
  - To use SQL credentials, clear the **Use current Windows account credentials** check box, type new credentials, and then click **Next**.
10. On the **Security Token** page, do one of the following:
  - In the **Context Type** list, select **Machine** and click **Next**.
  - In the **Context Type** list, select **Domain**, type the domain name and container, and then click **Next**.
11. On the **Administrators Group** page, type the name of your administrator group and click **Next**.
12. On the **Ready to install Acuo Admin Portal** page, click **Install**.  
The Setup Wizard copies files to the computer.
13. On the **Completed the Hyland Acuo Admin Portal Setup Wizard** page, click **Finish**.

## Upgrade Acuo Admin Portal

### Back up Acuo Admin Portal registry settings

When upgrading from a previous version to the latest version, or when upgrading from the 32-bit to the 64-bit version, you must back up Acuo Admin Portal related registry settings. You will apply these settings to new registry keys later in the upgrade process. If upgrading from a previous 32-bit version to the latest 32-bit version you need not back up registry settings, however we recommend doing so.

1. From the Windows **Start** menu, in the **Search programs and files** box, type `regedit` and press **Enter**.

2. In **Registry Editor**, right-click the **HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Acuo Technologies\VnaSyts** key and select **Export**.
3. In the **Export Registry File** dialog box, select an export destination and click **Save**.
4. Repeat the above steps to export the following keys.
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Acuo Technologies\VnaSystem
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Acuo Technologies\VnaWeb
5. Close **Registry Editor**.

## Upgrade Acuo Admin Portal

To upgrade Acuo Admin Portal from a version you previously installed, complete the following steps. **Note:** For upgrades with remote SQL servers, you must first uninstall and then reinstall Acuo Admin Portal. This allows the installer to re-prompt you to enter your service credentials.

### Prerequisite

- Back up Acuo Admin Portal registry settings.
1. In **Control Panel**, uninstall any previous versions of Acuo Admin Portal.
  2. Install Acuo Admin Portal by following the instructions in "Install Acuo Admin Portal."
  3. In **Windows Explorer**, right-click a registry file that you backed up and select **Edit**.
  4. Remove the `Wow6432Node` portion from all key names, and then save and close the file. Repeat these steps for the other registry files that you backed up.
  5. Right-click a registry file that you backed up and select **Merge**. Repeat for the other registry files.

## Upgrade note for SQL users

This section provides information on how to resolve an issue where the login for SQL users fails after upgrading to Acuo Admin Portal 1.6.

### Issue Description

Acuo Web VNA 1.5 stores configuration information in database files. By default, these files, **VnaSts.db**, **VnaSystem.db** and **VnaWeb.db**, are stored in the *C:\Acuo DBs and Logs* directory. During the upgrade from Acuo Web VNA 1.5 to Acuo Admin Portal 1.6, these files are migrated to a corresponding SQL database. The system names the new databases with a machine name suffix. For example, **VnaSts.db** maybe be migrated to a database named **VnaSts-APPSERVER01.db**.

A typical installation may have the following identities set in the application pools.

- VnaSts - Network Service
- VnaSystem - **ACUOSERVICEUSER**

#### Note:

Where **ACUOSERVERUSER** refers to the service account that either AcuoMed or VnaSystem runs as. For example, *.\AcuoServerUser* or *MYDOMAIN\AcuoServerUser*.

- VnaWeb - LocalSystem

If Microsoft SQL Server is not physically located on the same machine as the web service, the login to the SQL server can fail. This is because NetworkService and LocalSystem are local users and not known to a remote SQL server.

When this occurs, the error message in the traces, logs or error console will read: `Login failed for user 'MACHINE\USER$\`.`

The recommended way to solve this is to set the Application Pool identities for web services to **ACUOSERVICEUSER**. This user must have at least `db_reader` and `db_writer` membership in its corresponding database. This user should also have the permissions described in the installation documentation. For example, the VnaSts Application Pool identity should still have sufficient rights to Active Directory when Domain authentication is used.

## Contact

For questions or more information, email [matthew.gray@hyland.com](mailto:matthew.gray@hyland.com)

## Configure SQL Server Agent

After installing Acuo Admin Portal, you must configure SQL Server Agent to start before Acuo Admin Portal runs. To configure SQL Server Agent, complete the following steps.

1. On the desktop, right-click the **My Computer** icon and then select **Manage**.
2. In the **Computer Management** dialog box, in the left pane, select **Computer Management (Local)**.
3. In the center pane, double-click **Services and Applications**, and then double-click **Services**.
4. In the **Services** list, right-click **SQL Server Agent**, and then select **Properties**.
5. On the **General** tab, in the **Startup type** list, select **Automatic**.
6. Click **OK**.

### Add service user to groups

After installing Acuo Admin Portal, you must add the service user that you specified during the installation to the Performance Monitor User and Event Log Readers groups in Windows. To add the service user to groups, complete the following steps.

1. On the desktop, right-click the **My Computer** icon and then select **Manage**.
2. In the **Computer Management** dialog box, expand **Local Users and Groups** and then select **Groups**.
3. In the middle pane, right-click **Performance Monitor Users** and then select **Add to Group**.
4. In the **Performance Monitor Users Properties** dialog box, click **Add**.
5. In the **Select Users, Computers, Service Accounts, or Groups** dialog box, select **AcuoServiceUser** and then click **OK**.

**Note:** If you entered a different service user name during installation, select that name instead.

6. Repeat the above steps for the **Event Log Readers** group.

## Add server roles to IIS

If using Windows Server 2012 or 2016, you must add IIS roles before using Acuo Admin Portal. To add IIS roles, complete the following steps.

1. In **Windows Server**, on the **Administrative Tools** menu, select **Server Manager**.
2. Complete one of the following steps.

- If **Web Server (IIS)** appears Under **Roles Summary**, select it.
  - If **Web Server (IIS)** does not appear, select **Add Roles**.
3. On the **Select Role Services** screen, select the roles required for Acuo Admin Portal. See "IIS role services" in the technical specifications.
  4. Click **Next**, and then click **Install**.

## Install VNA Command Line Interface

To install VNA Command Line Interface (CLI), complete the following steps.

**Prerequisite** The VNA CLI relies on the Acuo Admin Portal to perform most of it's tasks.

1. Download the installation file to a temporary directory on your computer.
2. Double-click the installation file.
3. On the **Welcome Page**, click **Next**.
4. On the **End-User License Agreement** page, review the information, scroll to the bottom of the license agreement, select the **I accept the terms in the License Agreement** check box, and then click **Next**.
5. On the **Destination Folder** page, click **Next** to select the default location **c:\Program Files\Acuo Technologies\**. If you want to change the installation location click **Browse** and then browse to the destination folder you want to install VNA CLI. Click **OK** and then click **Next**.
6. On the **Enterprise URL** page, specify the enterprise URL and then click **Next**. The enterprise URL is the same URL that is used to access the Acuo Admin Portal. For example, if you access Acuo Admin Portal login page via the URL, `http://demo.onbase.com/VnaWeb`, then enter this URL here.
7. On the **Scheduled Task Credentials** page, type the credentials for the task user and then click **Next**. This user should have the necessary permissions to perform various VNA related tasks. This includes accessing files and databases that are also used by AcuoMed and Acuo Admin Portal. For this reason, we recommend that this user be the same as the service user for AcuoMed.  
Important: This user must have `db_reader` and `db_writer` access to the `VnaWeb` database.
8. On the **Ready to Install** page, click **Next**.
9. Optional. To help troubleshoot installation issues, you can retrieve the output log from the installer, using the following `Msiexec.exe` command line option: `msiexec /i VnaCliSetup.msi /l*v Install.log`