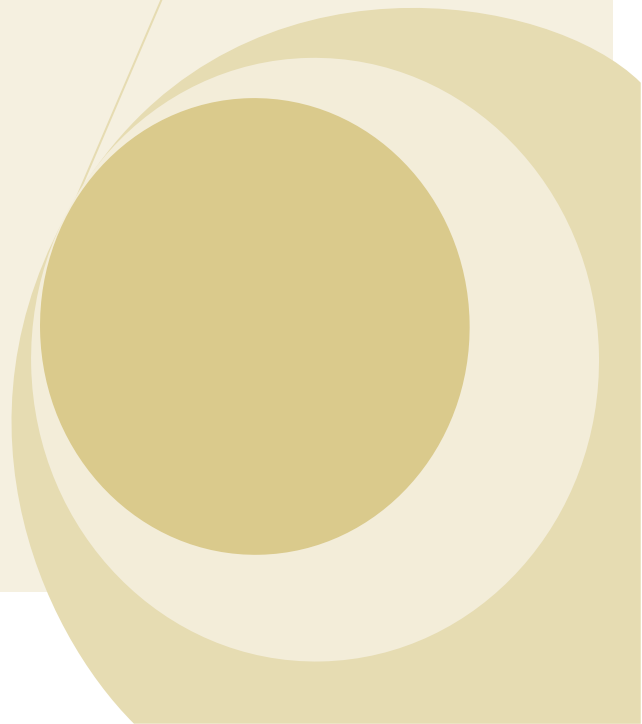# QueWeb Customer Care Installation Guide

Open Source Edition, Version 3.0,
Microsoft® Windows© Full Stack Installer

This Guide provides instructions to the System Administration
during installation of the QueWeb Application on the server,
running on Microsoft© Windows© Operating System.

4/2/2007

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OVERVIEW

Welcome to QueWeb Customer Care Open Source Edition! This Guide is designed for System Administrators and assumes that you possess knowledge about the network and server infrastructure required for installation of the QueWeb software. Please consult QueWeb System Requirements document available at www.queplix.com/download for the QueWeb Server hardware and software requirements. We will assume that you are installing the Full Stack QueWeb download for Windows. The Full Stack archive contains everything you need to install and run QueWeb: Java Run Time Environment (JRE) and Development Kit, Java Application server, database and QueWeb itself.

If you have any of the included components already installed and only need to install the QueWeb software, you can choose to download the QueWeb code alone from www.queplix.com/download.

All products included in this installation package are distributed as part of their respective vendors' license agreements. During the installation of the QueWeb software you will have to review and accept the individual licenses of all products included in this distribution package.

BEFORE INSTALLATION

QueWeb Windows Full Stack Installation package consists of the following components:

- JRE© 1.5 – Needed to run the installation utility and it is not installed on your computer by the Full Stack Installer

- JDK©1.6

- JBoss© 4.0.4 – Java Application Server

- MySQL© 5.0.27

- QueWeb Open Source 3.0 (including QueWeb Scheduler and Windows Services support)

The installation package contains the following top-level directories and files: **jre<version_number>**; **install.jar** and **setup.exe**. In order to start the installation please double-click the **setup.exe**.

NOTE: if you are installing QueWeb on Microsoft Vista© OS you must select "**Run as Administrator**" context menu option when right clicking on **setup.exe**.
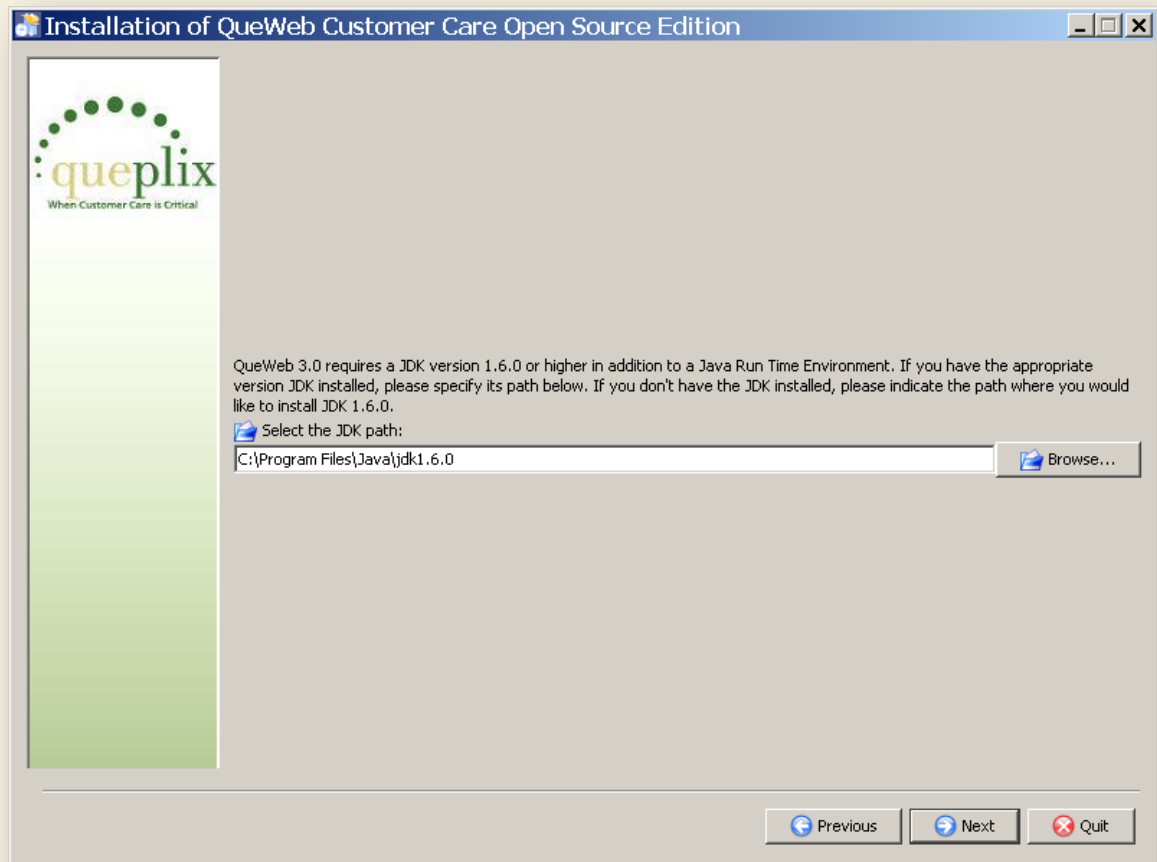
RUNNING SETUP

After **setup.exe** is launched the **Welcome Page** of Setup Wizard is shown (this process usually takes several seconds). The Welcome Page contains any up-to-date information about QueWeb product.

Read Me page informs you about the latest QueWeb product requirements and usage.

License Agreement page describes definitions, terms, rights and grants that you must review for all products included in the package. If you agree with the licenses – please select "I accept the terms of these License Agreements" option and click Next button.
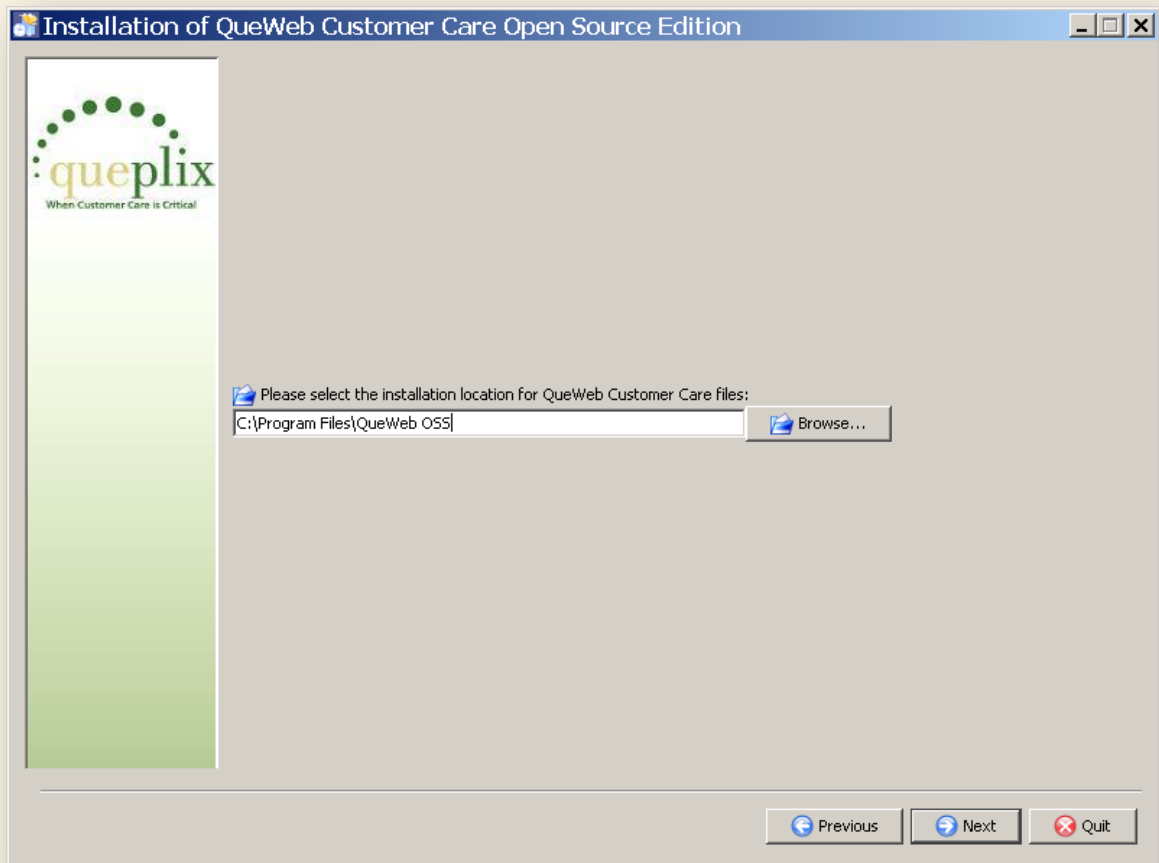
INSTALLING JDK

The following screen allows defining the JDK parameters:

If you have JDK 1.6.0 or higher installed - please specify the path to it. If the path which you specified does not contain JDK or version of JDK does not meet the QueWeb's minimum requirements – the QueWeb Installer will proceed to install required version on your computer using provided path.
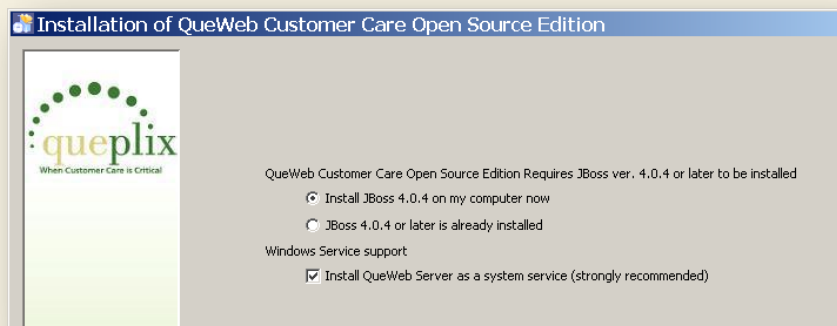
INSTALLING QUEWEB SOFTWARE

On the following screen you can change QueWeb installation path. The default value is "{Program Files}\QueWeb OSS":

INSTALLING JBOSS APPLICATION SERVER

At this point the Installer displays the JBoss configuration screen:
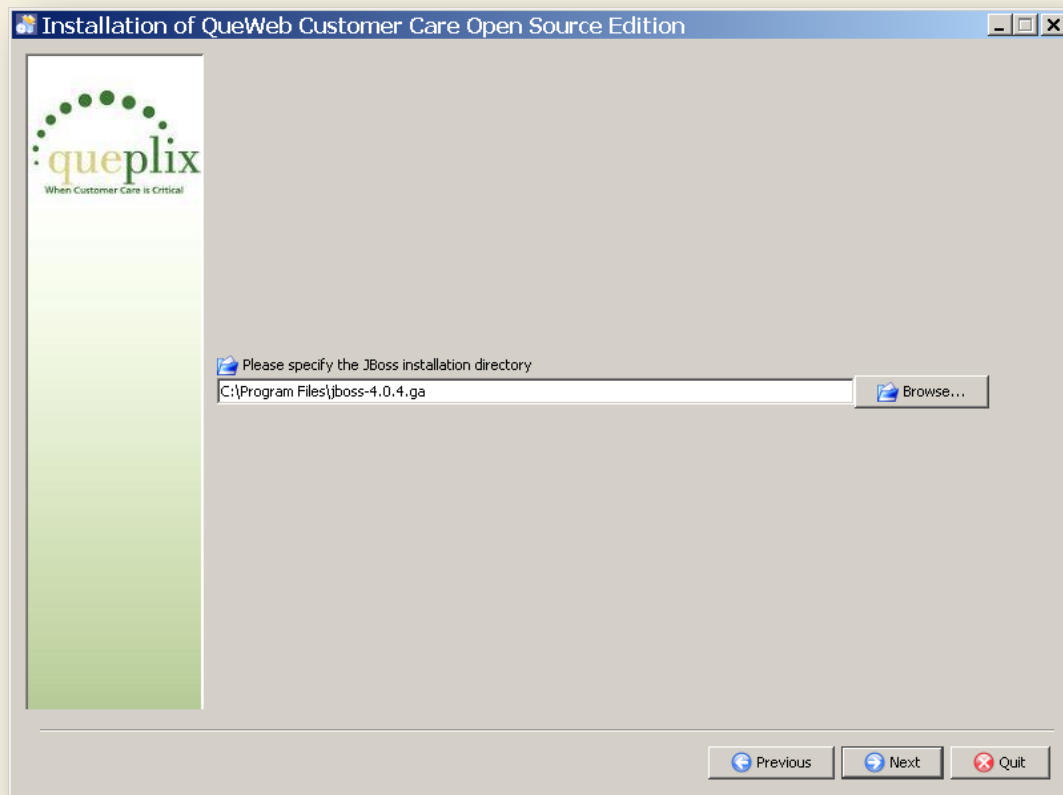

Here you can specify whether you already have JBoss server installed on your computer. If you select "JBoss is already installed" radio button, the next screen will ask you to provide a valid path to the installation of JBoss and will verify that it conforms to the minimum QueWeb requirements. Installer will install the appropriate version of JBoss server if it finds older version is installed or the path was invalid.

Windows Service support option allows you to install QueWeb server as a service – so it can be possible to manage QueWeb Server process as common Windows service from the Control Panel/Services.

Note: QueWeb Service is installed with a startup type of "Automatic" so that this service will attempt to start automatically when the system starts.

Please specify JBoss path (for new installation or path in which currently installed JBoss instance can be found) on the next screen:
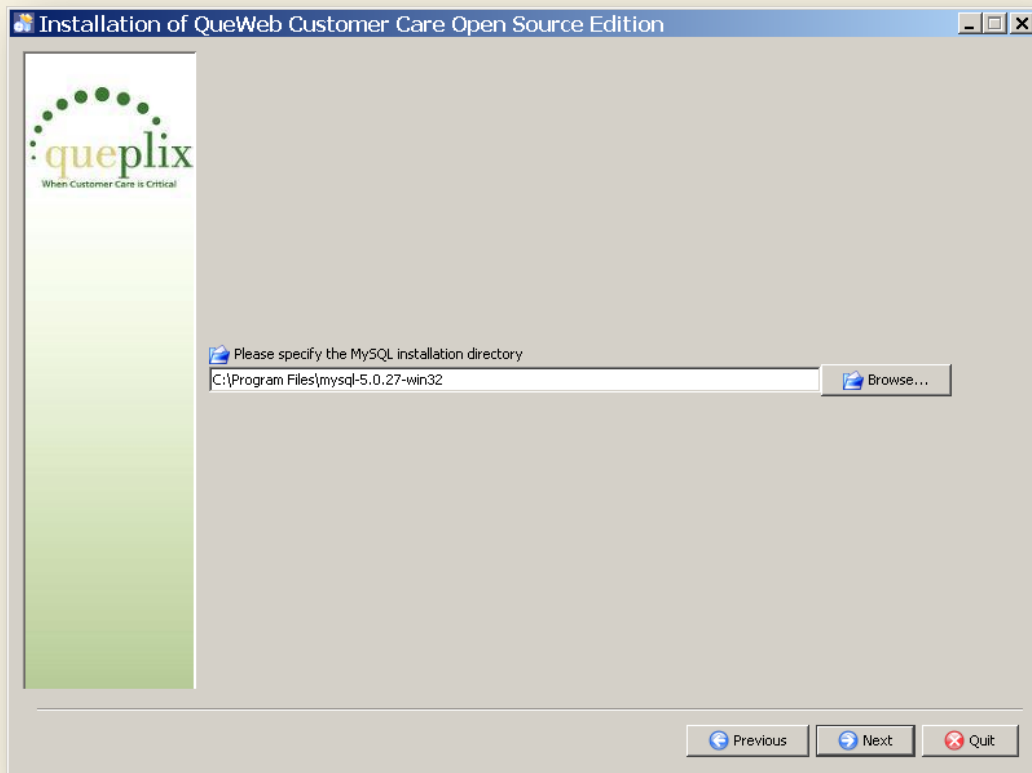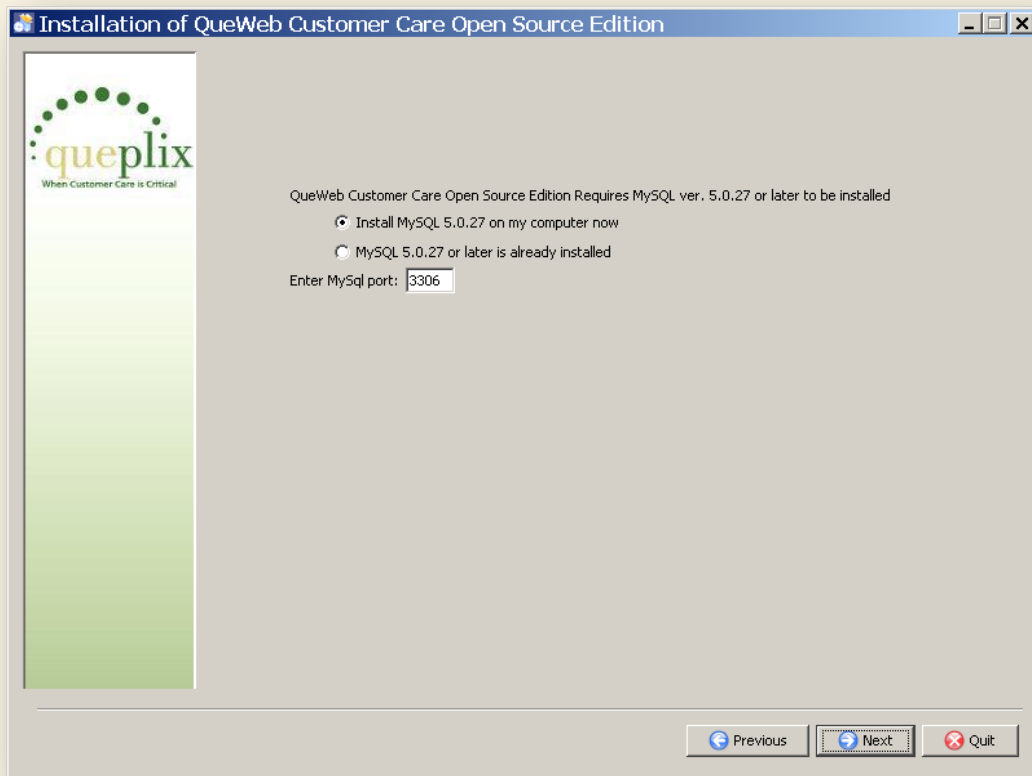

INSTALLING MYSQL DATABASE SOFTWARE

MySQL installation options are similar to JBoss; the Installer will ask if the MySQL is already installed and verify its version and provided path. If MySQL not found in the path provided or its version is not appropriate for the QueWeb, a required version of MySQL will be installed.

You can utilize "**MySQL port**" field to specify the port number which will be used by MySQL server instance. This option is provided in the Installer in order to support any previous version installations of MySQL, so if you already have earlier MySQL version installed and used for other applications –you can install new instance of MySQL into a different location and specify any other unoccupied port.

Note: default MySQL server port is "3306".

Installation of QueWeb Customer Care Open Source Edition

QueWeb Customer Care Open Source Edition Requires MySQL ver. 5.0.27 or later to be installed

- ⦿ Install MySQL 5.0.27 on my computer now
- ⦾ MySQL 5.0.27 or later is already installed

Enter MySql port: 3306

Previous | Next | Quit

Installation of QueWeb Customer Care Open Source Edition

Please specify the MySQL installation directory

C:\Program Files\mysql-5.0.27-win32   Browse...

Previous | Next | Quit

Being a J2EE application, QueWeb does not require you to create and maintain user logins in the database. QueWeb utilizes the latest security technologies and relies on the Application Server-managed database connection pools. As such, there is only one default database user that must be established in the database, and it is used by the QueWeb server itself. This is done during the Installation.

NOTE: Do not provide this system account to users. The system will be installed with the default System Administrator Account which you can use to login and create other User's accounts as required.

On the following screen you can choose to replace default QueWeb's system user name and password as well as change the default database name:

INSTALLING QUEWEB SCHEDULER

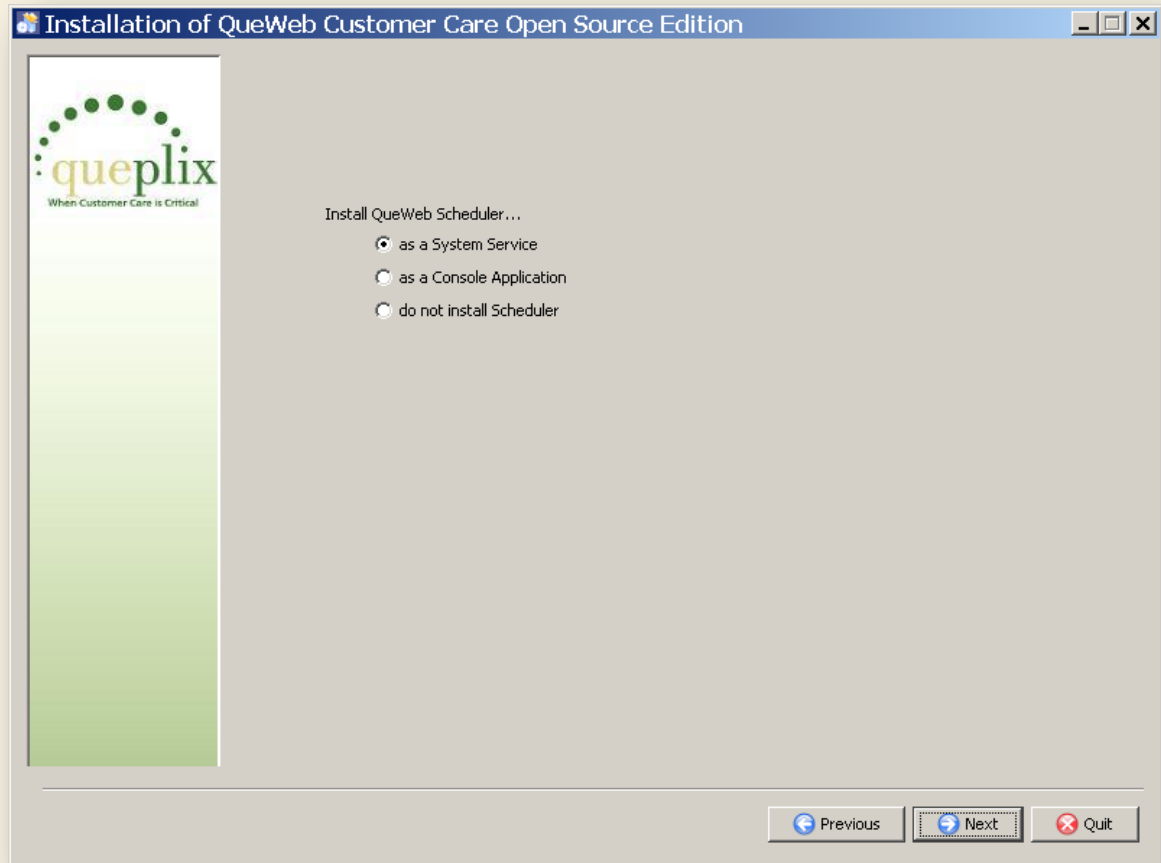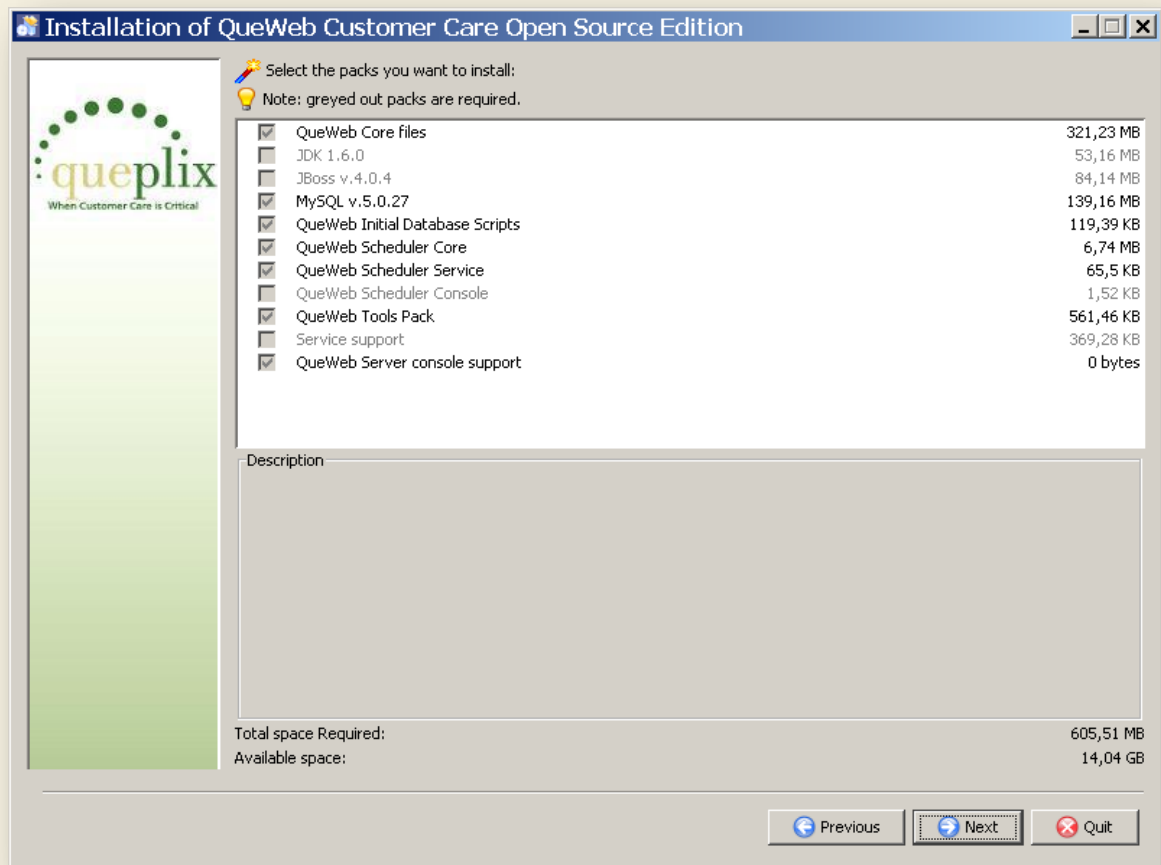QueWeb Scheduler is a separate auxiliary process and is installed and run as a separate Windows service. It is included into Installation Kit. Next screen prompts you to choose the QueWeb Scheduler installation mode:

Note: it is strongly recommended to install QueWeb Scheduler as a System Service.

SELECTING INSTALLATION PACKAGES

After all above options are set Installer displays a list of packages which will be copied and deployed on your computer:

Installation progress and the name of the package being installed will be presented on the Progress screens.

DEPLOYMENT

Once all packages are copied to the hard disc – press Next button to start deployment process for all of the installed components.
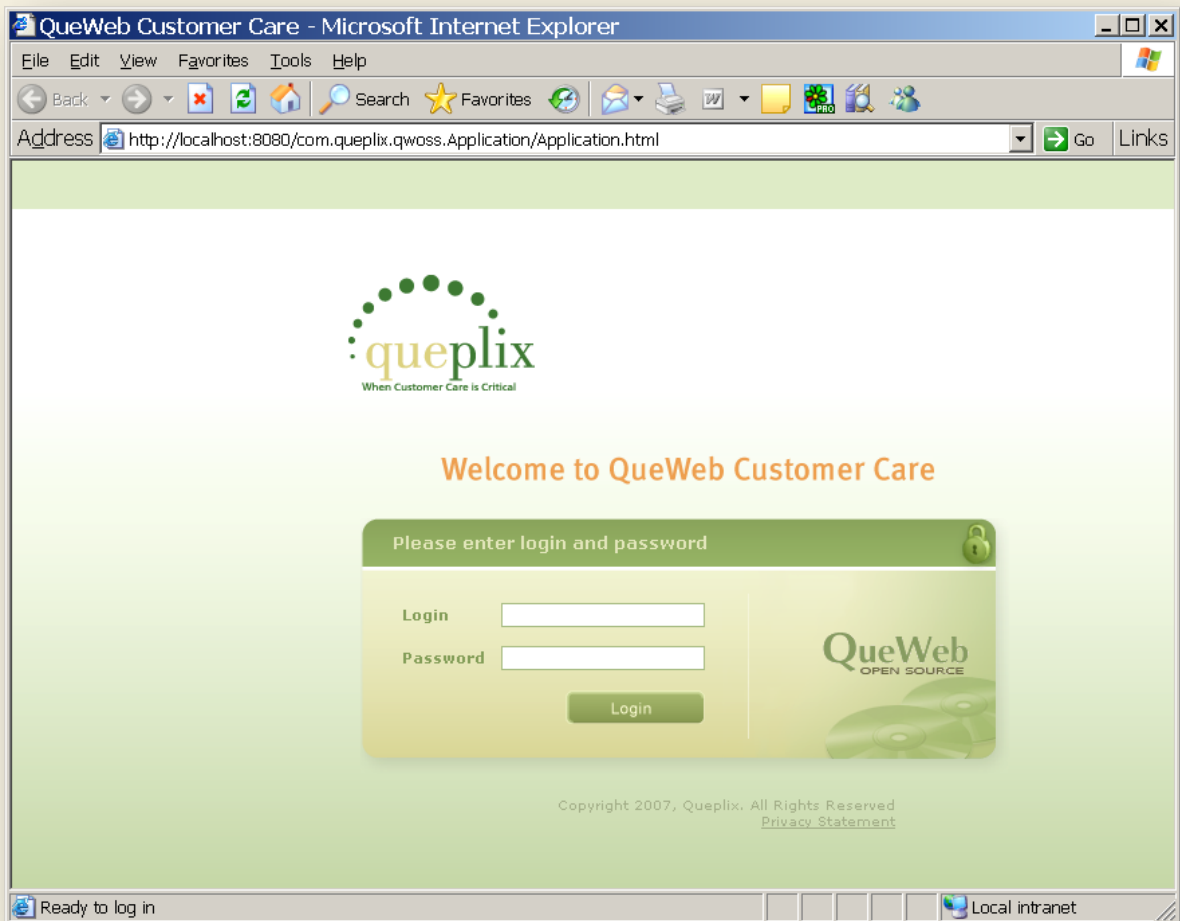
Deployment process consists of the following phases:

- JDK 1.6 deployment (optional)

- MySQL service registration and starting

- QueWeb database deployment

- QueWeb Server Service installation (optional)
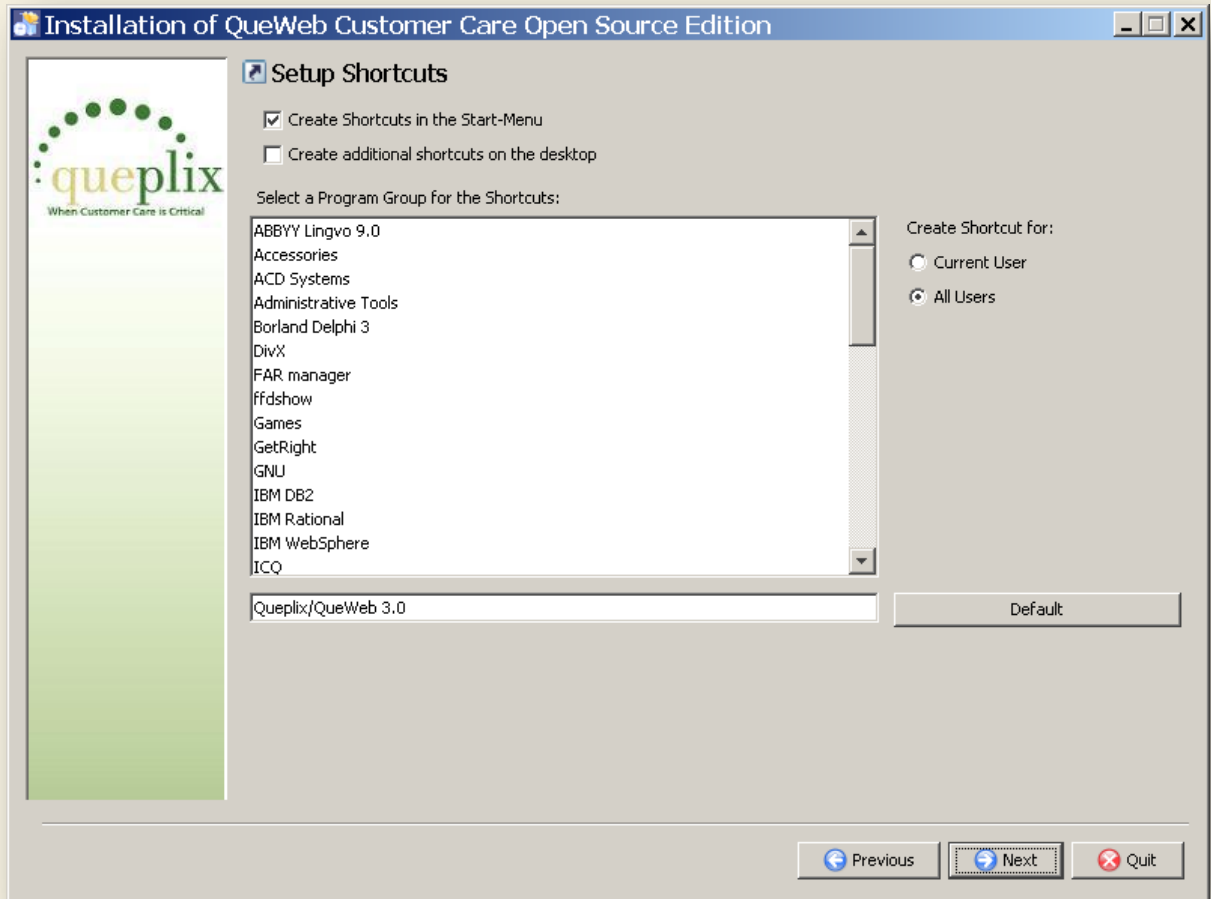
- QueWeb Server start

- QueWeb Deployment Tools (must be run once during the installation to populate QueWeb settings)

- QueWeb Scheduler Service installation (optional)

- QueWeb Scheduler starting (optional)

- QueWeb client launch (default Internet browser launch)

Note: During the process of creating QueWeb database you may see error messages ("ERROR 2003 (HY000): Can't connect to MySQL server on 'localhost' (10061)"). This is NOT a critical error. The reason this error may sometimes occur is that MySQL start may take longer than expected, which depends on your computer's hardware resources and as a result QueWeb Installation script may attempt and fail to connect to the MySQL engine; the Installer will continue trying to establish the connection with MySQL until such connection is established. If MySQL engine will not start after several minutes, then the Installer will display different error.

Once the Installer is finished deploying all packages, a default Internet browser is opened with the QueWeb login page. Initial login is "admin" and initial password is empty.
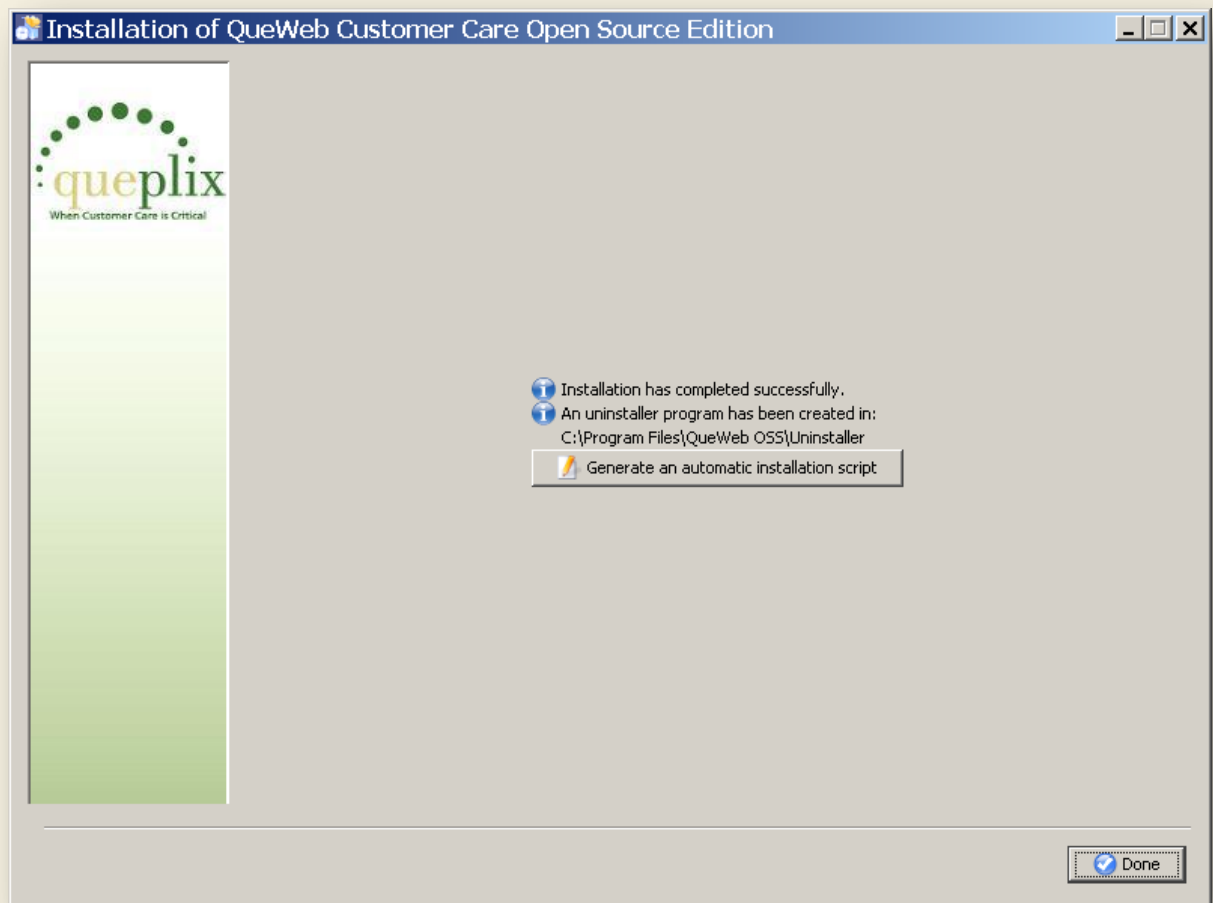
Please press Next button in order to create Start menu shortcuts:

After Shortcuts created click Next to finish the installation.

On the next screen you may choose to save Automated installation script which will copy all settings selected in this Installation session and you can copy and run this script on another computer.

Congratulations, your QueWeb is installed, configured and ready-to-use!

INCLUDED PRODUCTS' VERSIONS

Versions and Editions of all products installed by the Full Stack Installer:

- JRE© 1.5

- JDK©1.6

- JBoss© 4.0.4

- MySQL© 5.0.27

- QueWeb Open Source 3.0

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Please visit our QueForum for more information.

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