

Oracle Insurance Compliance Tracker

Installation Guide

Upgrade Installation Guide for Oracle
version 6.6

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Chapter 1

Overview

This guide describes how to upgrade and configure Tracker for existing installations deployed on Oracle.

This chapter describes:

- *Document Conventions* on page 6
- *Tracker Documentation* on page 7

Document Conventions

Tips, Notes, Important Notes and Warnings

Tip: A **Tip** provides a better way to use the software.

Note: A **Note** contains special information and reminders.

Important: An **Important** note contains significant information about the use and understanding of the software.

Warning: A **Warning** contains critical information that if ignored, may cause errors or result in the loss of information.

Other Document Conventions

- Microsoft Window names, buttons, tabs and other screen elements are in bold, for example: Click **Next**.
- paths, URLs and code samples are in the Courier font, for example:
`C:\Windows`
- values that you need to enter or specify are indicated in the italicized Courier font, for example, *server_name*
- values that are optional are indicated with square brackets, for example
[reserved]

Tracker Documentation

Tracker includes the following documents and online help files. If you need a copy of any of these documents, please contact your system or product administrator.

- The *Tracker User Guide* contains overviews, step-by-step procedures and descriptions of the screens and fields.
- The *Tracker Online Help* contains the same information as the User's Guide, but in an online help format with a search tool, an index and a table of contents.
- The *Tracker Release Notes* include general product information, product enhancements and new features, supported platforms and third-party software, assorted considerations, and known issues and limitations.
- The *Tracker Installation Guides* contain system requirements and detailed installation and configuration information. Guides are supplied for new installations and upgrades, and for both Oracle and SQL environments.
- The *Tracker Technical Guide* is for system administrators and includes information about the optional DMS, maintaining DMS components, log files, error levels and Tracker Monitor, technical information about the Regulatory Specialist files and validation process, and troubleshooting information.

Chapter 2

Upgrading Tracker

This chapter describes how to upgrade Tracker and includes the following topics and upgrade stages:

- *Introduction to the Upgrade Process* on page 10
- *Stage 1: Pre-Installation Steps* on page 11
- *Stage 3: Upgrading Tracker Monitor and File Server on One Computer* on page 14
- *Stage 4: Upgrading Tracker Monitor and File Server on Separate Computers* on page 22
- *Stage 5: Upgrade the Tracker Client* on page 32
- *Stage 6: Upgrading the DMS* on page 37
- *Uninstalling Tracker* on page 40

Introduction to the Upgrade Process

Important: **You must complete the procedures in the *exact* order they appear in this document.**

Depending on your configuration, you may not need to complete some of the procedures or specific steps. Please read the introduction at the beginning of each procedure to ensure that you complete only the required steps.

The following installation packages are supplied:

- Tracker
- IStream Document Manager 6.3

This guide indicates which package to use when installing.

Please note:

- Tracker works with both Calligo 5.4 and its later version, IStream Document Manager 6.3. **Therefore, all references to IStream Document Manager also refer to Calligo 5.4.**
- If you will be using the DMS to store documents, IStream Document Manager must be installed on a server that can be accessed by Tracker Server and Tracker Client.
- Please contact Global Customer Support before making any changes to the `install.ini` file.

Stage 1: Pre-Installation Steps

You need to complete the following steps before installing Tracker.

Step A: Exporting Reports

If you have a MAPI-compliant program such as Outlook or Outlook Express, you can export reports to the email application. Select **PDF** as the **Format** and **MAPI** as the destination. Users will require Outlook or Outlook Express installed on their computer before they can use this feature; Citrix users will require Outlook or Outlook Express installed on the Citrix Server.

Step B: Check Citrix Requirements

If you are using Citrix, as a guideline, you may need approximately 128 MB of memory for each Tracker user. This is in addition to the base memory required for the operating system and other applications. Base memory can be 128 MB or more, depending on your specific server configuration. Please consult with your Citrix Administrator for the appropriate setup, which may need to be customized depending on what other applications run on your server.

Step C: Install the Sun JDK

If you will be installing the DMS, ensure that the supported Sun Microsystems Java Development Kit (JDK) version has been installed on the computer.

To install the Sun JDK

1. From the Java sun website (<http://java.sun.com>), download the following file:
 - JDK version 1.6.0.10 for Windows – offline installation version
2. Install the downloaded file.
3. From the **Control Panel**, double click the **System** icon.
4. In the **System Properties** dialog, click the **Advanced** tab.
5. Click **Environment Variables**.
6. Create the following new **System Variables**:

Variable name	Variable value
JAVA_HOME	The JDK installation path, usually starting with C:\J2sdk...
CLASSPATH	JAVA_HOME\lib\tools.jar

7. Edit the **PATH System Variable**, adding `JAVA_HOME\bin;` to the very beginning of the **PATH** variable. This ensures the correct JDK version will be used.

8. Click **OK** to save your changes.

Step D: Shut Down Tracker

Ensure that the Tracker application has been shut down on all workstations.

Step E: Check the Tracker Monitor Queue

Complete this procedure to verify that the SERFF submission queue in Tracker Monitor is empty.

1. Query the Tracker database by entering the following SQL statement:

```
SELECT COUNT(*) FROM SFFilingSubmission;
```
2. If the value returned is 0, you can proceed with the upgrade: go directly to *Step F: Stop the Tracker Monitor Service* on page 12.
3. If the value returned is 1 or greater:
 - a. Open the **Task Manager**, then click the **Processes** tab. Ensure that `TkrWF.EXE` is listed in the **Image Name** column. If it is not, start the Tracker Monitor service.
 - b. Allow at least 15 minutes for the Tracker Monitor to finish processing the filings.
 - c. Re-run the query from step 1.
 - d. If the value returned is still greater than 0, repeat this entire step from step 1.

Step F: Stop the Tracker Monitor Service

1. Select **Control Panel > Administrative Tools > Services**.
2. In the list that appears, highlight the Tracker Monitor Service.
3. Click **Stop** at the top of the screen.
4. Close the **Control Panel**.

Note: It may take up to ten minutes for the Tracker Monitor to shut down after you stop the service. To check if the Tracker Monitor has stopped, open the **Task Manager**, then click the **Processes** tab. If `TkrWF.EXE` is listed in the **Image Name** column, then the Tracker Monitor is still running.

Step G: Delete Tracker Shortcuts

If you have manually added a shortcut to Tracker on any client system's desktop, please delete it. The installation process will add a new Tracker shortcut to the client desktop. The old shortcuts therefore need to be removed.

Stage 2: Upgrade the Tracker Database

To upgrade your Tracker database, you need to run specific database scripts.

For detailed installation instructions, please see the ReadMe in the relevant \Database\Upgrade subfolder of the installation package.

Stage 3: Upgrading Tracker Monitor and File Server on One Computer

This stage describes how to upgrade Tracker when the Tracker Monitor and Tracker Server are on the *same* computer.

If you want to upgrade the Tracker File Server and Tracker Monitor on *separate* computers, please see *Stage 4: Upgrading Tracker Monitor and File Server on Separate Computers* on page 22.

Part 1: Upgrade Tracker File Server: Calligo Core Upgrade

This part describes how to upgrade Calligo Core 5.4 to IStream Document Manager 6.3 on the Tracker File Server. This is an optional procedure, because Tracker 6.6 supports both Calligo 5.4 and IStream Document Manager 6.3.

Note: If you are upgrading the DMS, see also the *IStream Document Manager Upgrade Guide*.

Step A: Back Up the Current System

1. Open the **InfoSource Administrator**.
2. From the **InfoSource** menu, click **Backup IDB** to back up the `local.idb`.
3. Back up all repositories on the system.
4. In the registry editor, select this registry key:
`HKEY_LOCAL_MACHINE\SOFTWARE\InSystems Technologies Inc.\Tracker`
5. Click **File > Export...**
6. Enter a file name and save.

This creates a `.reg` file with all value settings within the folders.

Step B: Uninstall Calligo Core

1. From the **Control Panel**, select **Add/Remove Programs**.
2. Select **Calligo**, then click **Change/Remove**.
3. Select **Remove**, then click **Next**.
4. Click **OK** to confirm.
5. Delete the **Calligo** installation folder, which is usually:

`C:\Program Files\InSystems Technologies Inc.`

Step C: Install IStream Document Manager Core

1. From the IStream Document Manager installation package, run

\IStream Document Manager 6.3\IStream Document Manager\setup.exe

The **InstallShield Wizard** opens.

2. Click **Next**.
3. The **Choose Destination Location** dialog displays the location where IStream Document Manager will be installed.
To change the location:
 - a. Click **Change**.
 - b. In the **Choose Folder** dialog, select the folder you want to install IStream Document Manager.
 - c. Click **OK**.
4. Click **Next**.
5. On the **Select Features** dialog, ensure that the **Core** check box is selected, then click **Next**.

The **Setup Type** dialog opens.

6. Choose the default date format for the CTOD function, then click **Next**.
7. In the **DMS InfoSources** dialog, accept the default values, then click **Next**.

The **Ready to Install the Program** dialog opens.

8. To review or change any of your installation settings, click **Back**, otherwise click **Install**.

The **Setup Status** dialog opens.

The installation program begins copying the required files. A blue progress bar indicates the progress of the installation.

9. If you are prompted to overwrite existing files, click **Yes** for each file.

To stop the installation process, click **Cancel**.

When the installation is complete, the **InstallShield Wizard Complete** dialog opens.

10. Click **Finish** to close the installation program.
11. If prompted, reboot the system.

Step D: Restore Your Calligo Settings

In this step, you configure the InfoSource Administrator to point to the original .idb file:

1. In the **InfoSource Administrator**, select **InfoSource >Import**.
2. Select the .idb file that you previously backed up before the installation as the **Source IDB File**.
3. Select the InfoSources you want to import.

Part 2: Upgrade Tracker File Server: Run File Server Setup

In this part, you run the setup application to actually upgrade Tracker.

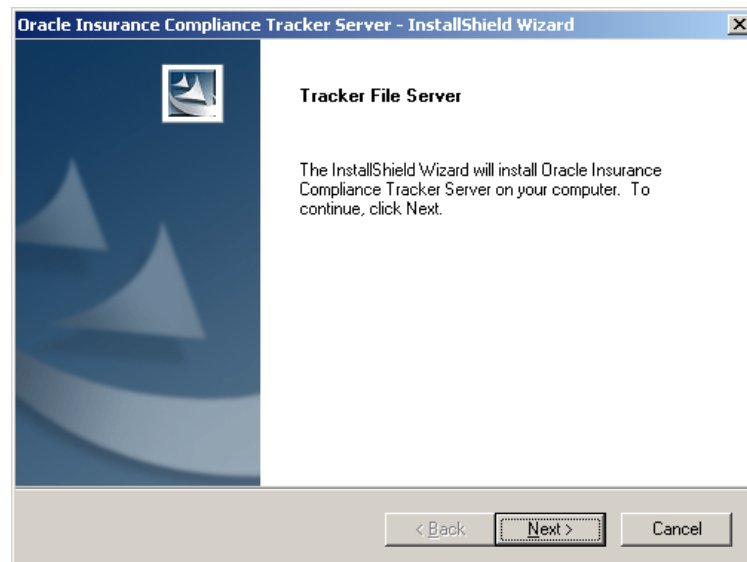
Important: Verify that the Tracker registry path is present:

```
HKEY_LOCAL_MACHINE\SOFTWARE\InSystems Technologies  
Inc.\Tracker
```

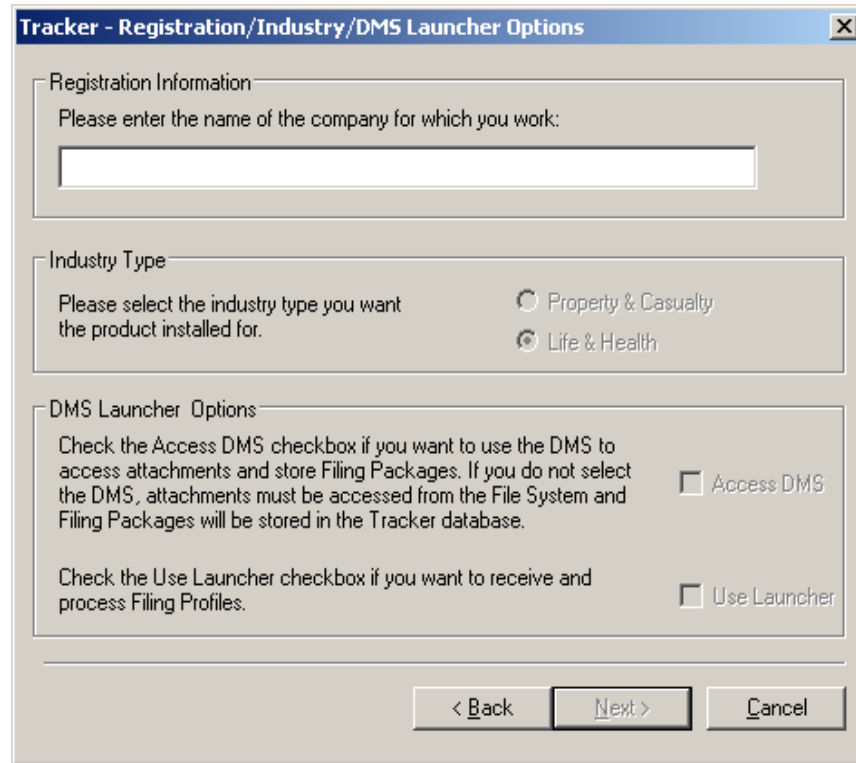
If this path does not appear, restore it from the .reg file you previously created.

Important: Run Setup

1. From the Setup folder on the Tracker installation package, run `setup.exe`.
2. If a Security Warning dialog appears, click **Run**.
The **InstallShield Wizard** opens. A progress window temporarily appears.
3. When prompted to upgrade your previous version Tracker, click **Yes**.
The **Tracker File Server** dialog opens.



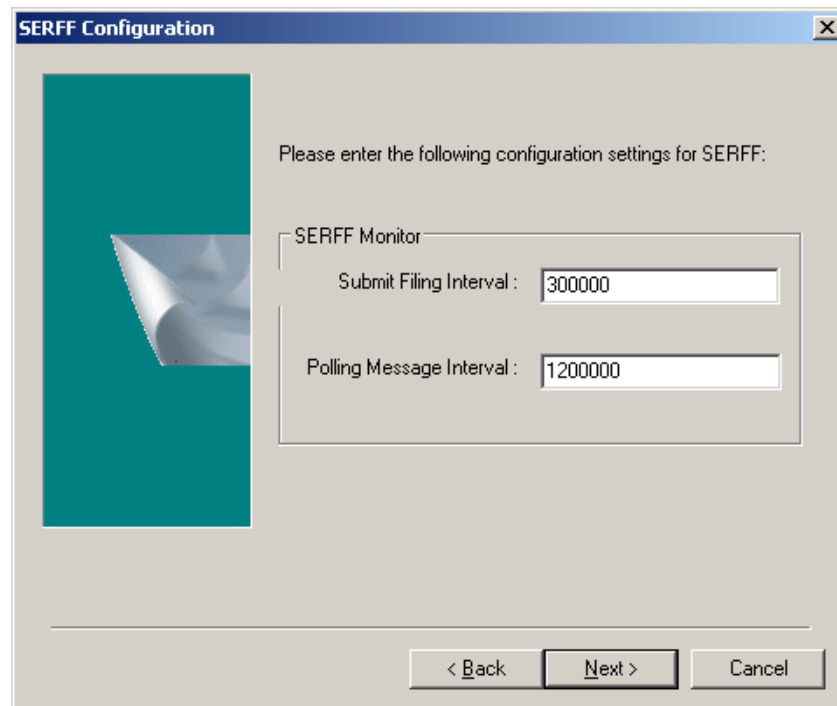
4. Click **Next**.
5. On the **Registration** dialog, your company name appears. If this has changed, update it.



The dialog box is titled "Tracker - Registration/Industry/DMS Launcher Options". It contains three sections: "Registration Information" with a text field for company name; "Industry Type" with radio buttons for "Property & Casualty" and "Life & Health" (selected); and "DMS Launcher Options" with checkboxes for "Access DMS" and "Use Launcher". Navigation buttons at the bottom are "< Back", "Next >", and "Cancel".

6. Click **Next**.

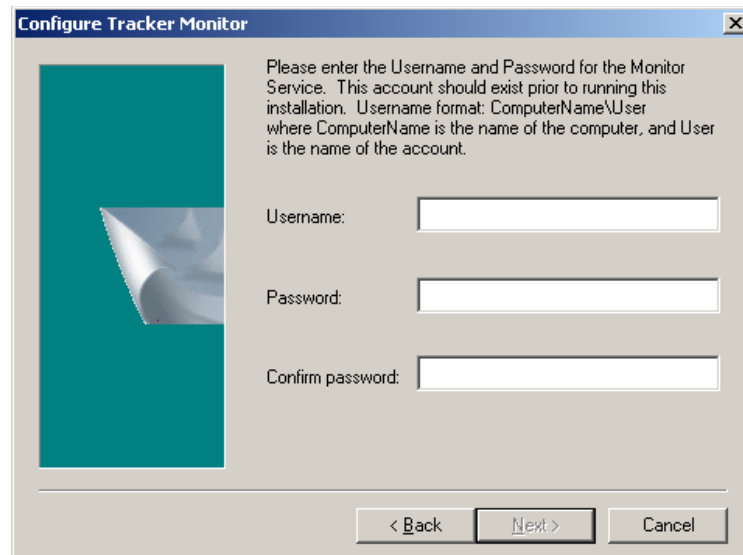
The **SERFF Configuration** dialog opens.



The dialog box is titled "SERFF Configuration". It features a teal graphic on the left and a text prompt: "Please enter the following configuration settings for SERFF:". Below this is a section for "SERFF Monitor" with two input fields: "Submit Filing Interval" (value: 300000) and "Polling Message Interval" (value: 1200000). Navigation buttons at the bottom are "< Back", "Next >", and "Cancel".

7. Enter the **Submit Filing Interval** and **Polling Message Interval** (in milliseconds), then click **Next**.

The **Configure Tracker Monitor** dialog may open.



8. Enter the **Username** of the user account under which the Tracker Monitor service should run.

Important: The user name you enter must be *identical* to the user name you used in the previous version of Tracker Monitor.

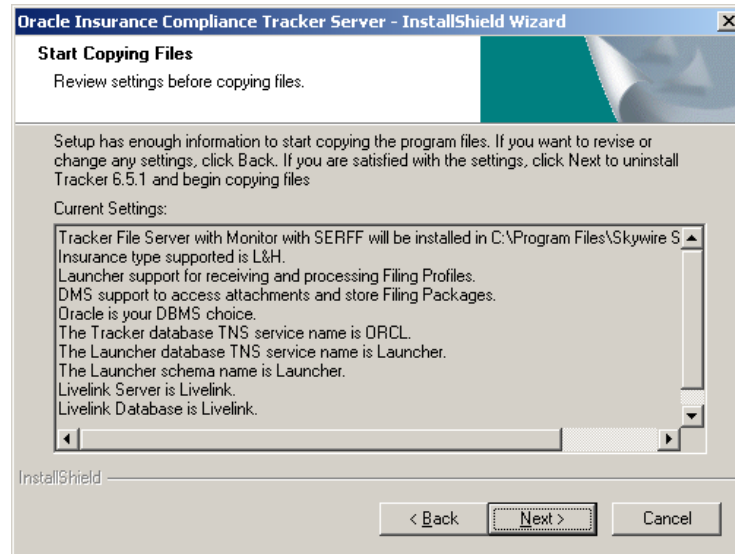
The format is:

ComputerName\Name, where *ComputerName* is the name of the computer and *Name* is the actual name of the account, that is,
ComputerName\tkrwfmon

9. Enter the **Password** assigned to the Monitor user account. (Your password will be hidden when you type it.)

Important: The password you enter must be *identical* to the password used for the previous version of Tracker Monitor.

10. In the **Confirm password** field, enter the password again.
11. Click **Next**.
12. In the **Start Copying Files** dialog, review your **Current Settings**.



13. If your current settings are correct, click **Next**, otherwise click **Back** until you have reached the step you want to correct. Make any necessary corrections, then click **Next**.

The system will delete old files, but no progress display will be shown. The system will be unresponsive until the old files have been deleted.

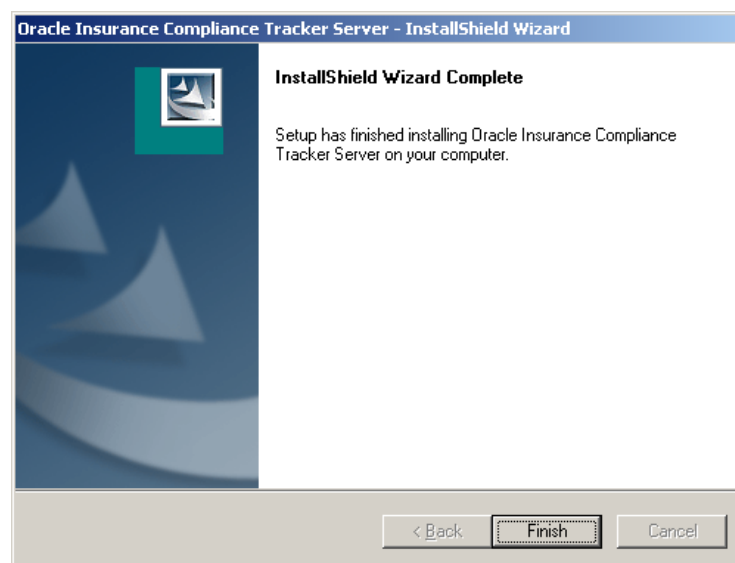
The **Setup Status** dialog opens.

The installation program begins copying the required files. A blue progress bar indicates the progress of the installation.

14. If you are prompted to overwrite existing files, click **Yes** for each file.

To stop the installation process, click **Cancel**.

When the installation is complete, the **InstallShield Wizard Complete** dialog opens.



15. Click **Finish** to close the installation program.
16. If prompted, reboot the system.
17. Ensure that you share the Tracker folder on the Tracker server for the client installation. The default location is:
`C:\Program Files\Company Name`
where *Company Name* is: InSystems Technologies Inc.,
Whitehill or Skywire Software.
18. Delete all *.installLog files from the TkrWF subfolder in the Tracker Monitor installation folder. These files contain user names and passwords of the Tracker Monitor users and for security reasons, they must be deleted.

Step E: Run Validation Script

Complete this step to identify any phone and fax numbers that are in the incorrect format in the existing Tracker database.

1. Copy the following file from the install package to C:\temp:
`\database\upgrade\Oracle\validate_Oracle.sql`
2. Open SQL+ or a SQL+ worksheet.
3. Type: @c:\temp\validate_Oracle.sql.
The output file is placed in c:\temp\InvalidPhones.txt
4. Review the contents of this file to determine if any phone or fax numbers are in an invalid format. If all the numbers are valid, this file will be empty.

Step F: Configure the Tracker Monitor User

1. Select **Start > Run** and enter DCOMCNFG in the **Open** field.
The **Component Services** screen opens.
2. Select **Component Services > Computers > My Computer > DCOM Config**.
3. Right click TkrWF, then click **Properties**.
The **Properties** dialog opens.
4. Click the **Location** tab and select the option **Run application on this computer**.
5. Click the **Security** tab and select the option **Customize** under **Launch and Activation Permissions** section, then click **Edit**.
The **Launch Permission** dialog opens.
6. Click **Add**.
7. Enter **Everyone** in the lower list box.
8. Click **OK**, then **OK** again.
9. Select the option **Customize** under **Access Permissions** section, then click **Edit**.

The **Access Permission** dialog opens.

10. Click **Add**.
11. Enter **Everyone** in the lower list box.
12. Click **OK**, then **OK** again.
13. Click the **Identity** tab and select **Launching User**.
14. Click **OK** to close the **TkrWF Properties** dialog.
15. Close the **Component Services** dialog.

Step G: Register the Tracker Monitor Services Manually

If during the Tracker Monitor installation you did not correctly enter the user name and password (or if they did not exist at the time of the installation), you will need to complete this step to manually register the Tracker services.

1. In DOS, change to the current directory in which the Tracker Monitor files are installed.
2. Enter the following commands to register the Monitor services, replacing *{computer_name\user_name}* and *{password}* with the corresponding Monitor user name and password:

```
C:\windows\Microsoft.NET\Framework\v2.0.50727\installutil
/username={computer_name\user_name} /password={password}
/eventlogname=TrackerMonitor /eventlogsource=TkrMonitor tkrmonitor.exe
```

```
C:\windows\Microsoft.NET\Framework\v2.0.50727\installutil
/username={computer_name\user_name} /password={password}
/eventlogname=TrackerMonitor /eventlogsource=TkrCabload tkrcabload.exe
```

Note: It is assumed that the .NET framework is installed at:

```
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727
```

3. After the installation has completed, delete all *.installLog files from the TkrWF subfolder in the Tracker Monitor installation folder. These files contain user names and passwords of the Tracker Monitor users. For security reasons, they should therefore be deleted.

Stage 4: Upgrading Tracker Monitor and File Server on Separate Computers

This stage describes how to upgrade Tracker when the Tracker Monitor and Tracker Server are on *separate* computers.

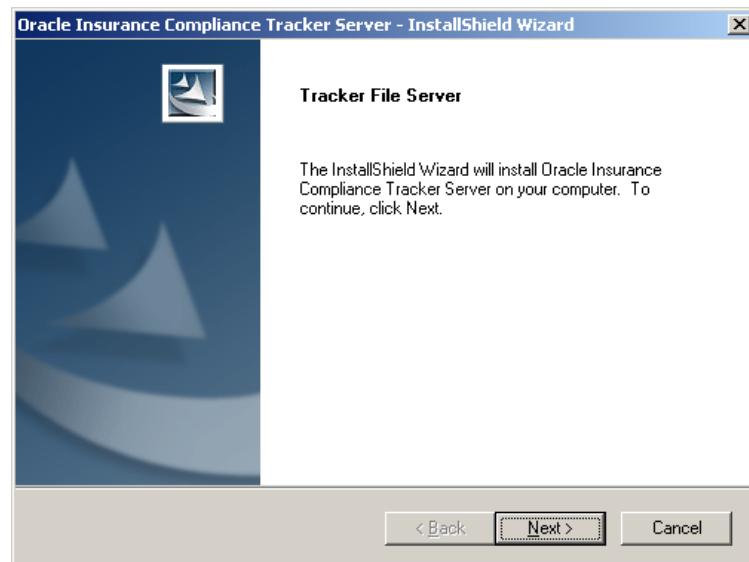
If you want to upgrade the Tracker File Server and Tracker Monitor on the *same* computer, please see *Stage 3: Upgrading Tracker Monitor and File Server on One Computer* on page 14.

Part 1: Upgrade Tracker File Server: Run Tracker File Server Setup

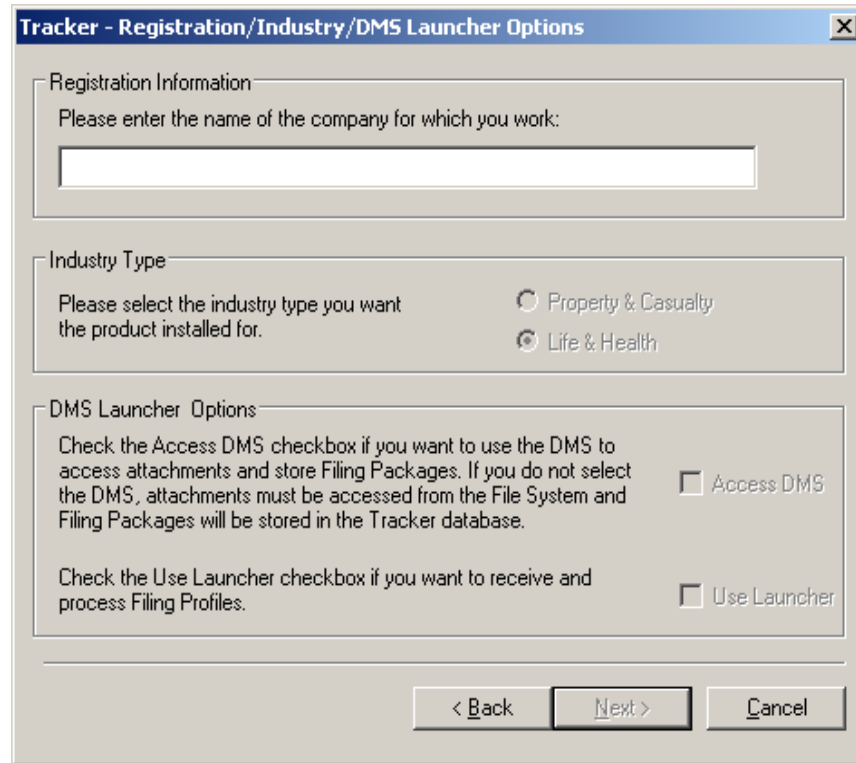
In this part, you run the setup application to actually upgrade Tracker.

1. From the **Setup** folder on the Tracker installation package, run **setup.exe**.
2. If a **Security Warning** dialog appears, click **Run**.
The **InstallShield Wizard** opens. A progress window temporarily appears.
3. If the system detects a previous version of Tracker and you are asked if you want to upgrade it, click **Yes**.

The **Tracker File Server** dialog opens.



4. Click **Next**.
5. If the system asks if you want to upgrade Tracker. Click **Yes**.
6. On the **Registration** dialog, your company name appears. If this has changed, update it.



Tracker - Registration/Industry/DMS Launcher Options

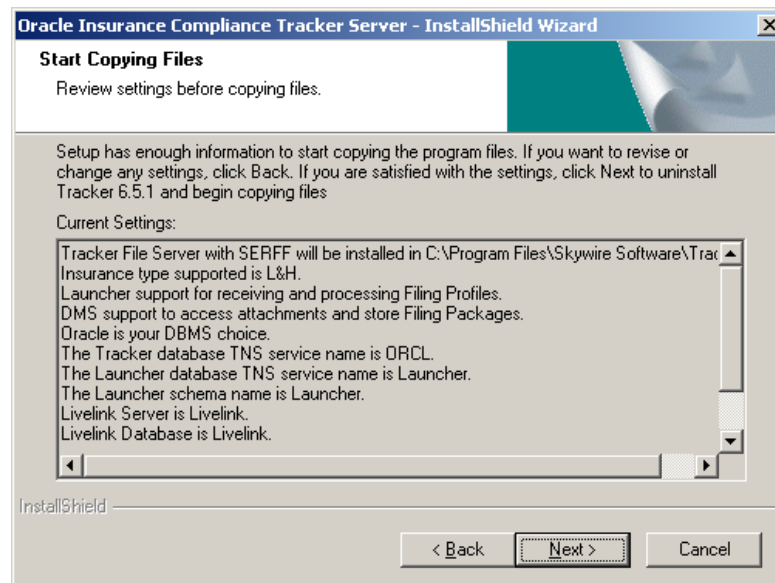
Registration Information
Please enter the name of the company for which you work:

Industry Type
Please select the industry type you want the product installed for.
☐ Property & Casualty
☒ Life & Health

DMS Launcher Options
Check the Access DMS checkbox if you want to use the DMS to access attachments and store Filing Packages. If you do not select the DMS, attachments must be accessed from the File System and Filing Packages will be stored in the Tracker database. ☐ Access DMS
 Check the Use Launcher checkbox if you want to receive and process Filing Profiles. ☐ Use Launcher

< Back Next > Cancel

7. Click **Next**.
8. In the **Start Copying Files** dialog, review your **Current Settings**.



Oracle Insurance Compliance Tracker Server - InstallShield Wizard

Start Copying Files
Review settings before copying files.

Setup has enough information to start copying the program files. If you want to revise or change any settings, click Back. If you are satisfied with the settings, click Next to uninstall Tracker 6.5.1 and begin copying files.

Current Settings:

Tracker File Server with SERFF will be installed in C:\Program Files\Skywire Software\Trac
 Insurance type supported is L&H.
 Launcher support for receiving and processing Filing Profiles.
 DMS support to access attachments and store Filing Packages.
 Oracle is your DBMS choice.
 The Tracker database TNS service name is ORCL.
 The Launcher database TNS service name is Launcher.
 The Launcher schema name is Launcher.
 Livelihood Server is Livelihood.
 Livelihood Database is Livelihood.

InstallShield

< Back Next > Cancel

9. If your current settings are correct, click **Next**, otherwise click **Back** until you have reached the step you want to correct. Make any necessary corrections, then click **Next**.

The system will delete old files, but no progress display will be shown. The system will be unresponsive until the old files have been deleted.

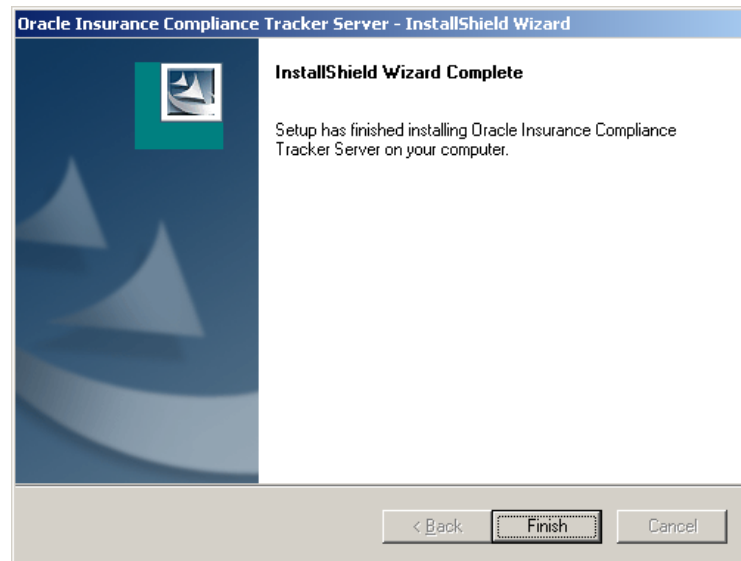
The **Setup Status** dialog opens.

The installation program begins copying the required files. A blue progress bar indicates the progress of the installation.

10. If you are prompted to overwrite existing files, click **Yes** for each file.

To stop the installation process, click **Cancel**.

When the installation is complete, the **InstallShield Wizard Complete** dialog opens.



11. Click **Finish** to close the installation program.
12. If prompted, reboot the system.
13. Ensure that you share the Tracker folder on the Tracker server for the client installation. The default location is:
`C:\Program Files\Company Name`
 where *Company Name* is: InSystems Technologies Inc.,
 Whitehill or Skywire Software.

Part 2: Upgrade the Tracker Monitor: Calligo Core Upgrade

This part describes how to upgrade Calligo Core 5.4 to IStream Document Manager 6.3 on the Tracker File Server. This is an optional procedure, because Tracker 6.6 supports both Calligo 5.4 and IStream Document Manager 6.3.

Note: If you are upgrading the DMS, see also the *IStream Document Manager Upgrade Guide*.

Step A: Back Up the Current System

1. Open the **InfoSource Administrator**.

2. From the **InfoSource** menu, click **Backup IDB** to back up the `local.idb`.
3. Back up all repositories on the system.
4. In the registry editor, select this registry key:
`HKEY_LOCAL_MACHINE\SOFTWARE\InSystems Technologies Inc.\Tracker`
5. Click **File > Export...**
6. Enter a file name and save.
 This creates a `.reg` file with all value settings within the folders.

Step B: Uninstall Calligo Core

1. From the **Control Panel**, select **Add/Remove Programs**.
2. Select **Calligo**, then click **Change/Remove**.
3. Select **Remove**, then click **Next**.
4. Click **OK** to confirm.
5. Delete the **Calligo** installation folder, which is usually:
`C:\Program Files\InSystems Technologies Inc.`

Step C: Install IStream Document Manager Core

1. From the IStream Document Manager installation package, run
`\IStream Document Manager 6.3\IStream Document Manager\setup.exe`
 The **InstallShield Wizard** opens.
2. Click **Next**.
3. The **Choose Destination Location** dialog displays the location where IStream Document Manager will be installed.
 To change the location:
 - a. Click **Change**.
 - b. In the **Choose Folder** dialog, select the folder you want to install IStream Document Manager.
 - c. Click **OK**.
4. Click **Next**.
5. On the **Select Features** dialog, ensure that the **Core** check box is selected, then click **Next**.
 The **Setup Type** dialog opens.
6. Choose the default date format for the CTOD function, then click **Next**.
 The **Ready to Install the Program** dialog opens.
7. To review or change any of your installation settings, click **Back**, otherwise click **Install**.

The **Setup Status** dialog opens.

The installation program begins copying the required files. A blue progress bar indicates the progress of the installation.

8. If you are prompted to overwrite existing files, click **Yes** for each file.

To stop the installation process, click **Cancel**.

When the installation is complete, the **InstallShield Wizard Complete** dialog opens.

9. Click **Finish** to close the installation program.
10. If prompted, reboot the system.

Step D: Restore Your Calligo Settings

In this step, you configure the InfoSource Administrator to point to the original `.idb` file:

1. In the **InfoSource Administrator**, select **InfoSource >Import**.
2. Select the `.idb` file that you previously backed up before the installation as the **Source IDB File**.
3. Select the InfoSources you want to import.

Part 3: Upgrade the Tracker Monitor

In this part, you will perform the steps to upgrade Tracker Monitor.

Step A: Run the Tracker File Server Setup

In this step, you run the setup application to actually upgrade Tracker Monitor.

Important: Verify that the Tracker registry path is present:

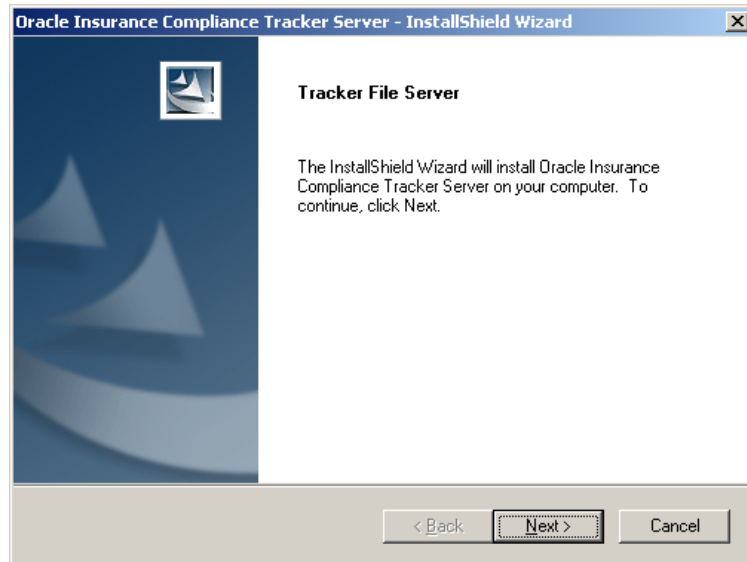
```
HKEY_LOCAL_MACHINE\SOFTWARE\InSystems Technologies  
Inc.\Tracker
```

If this path does not appear, restore it from the `.reg` file you previously created.

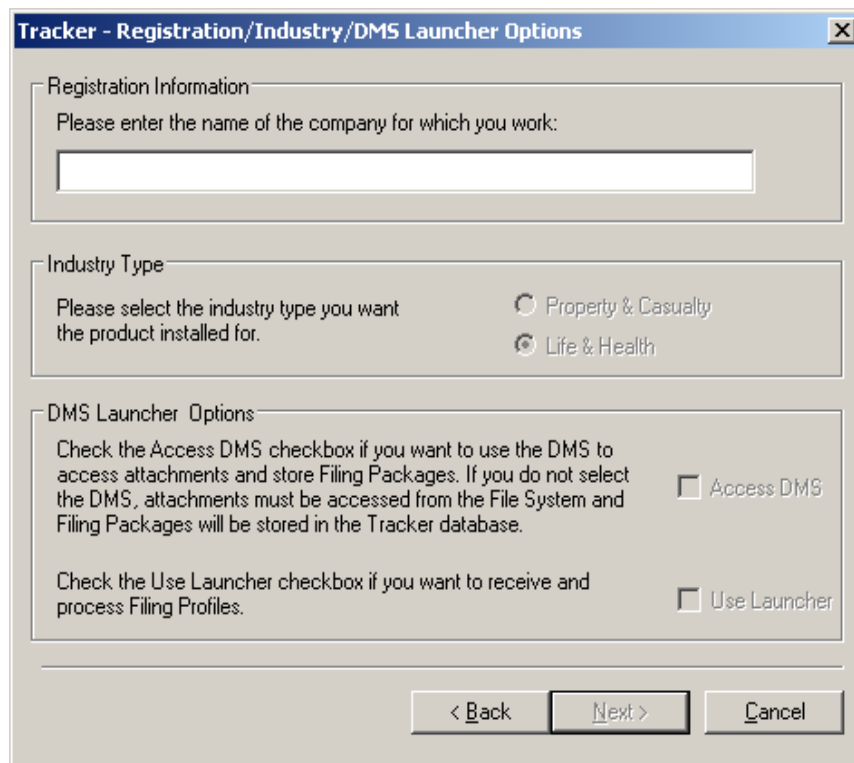
1. From the **Setup** folder on the Tracker installation package, run `setup.exe`.
2. If a Security Warning dialog appears, click **Run**.

The **InstallShield Wizard** opens. A progress window temporarily appears.

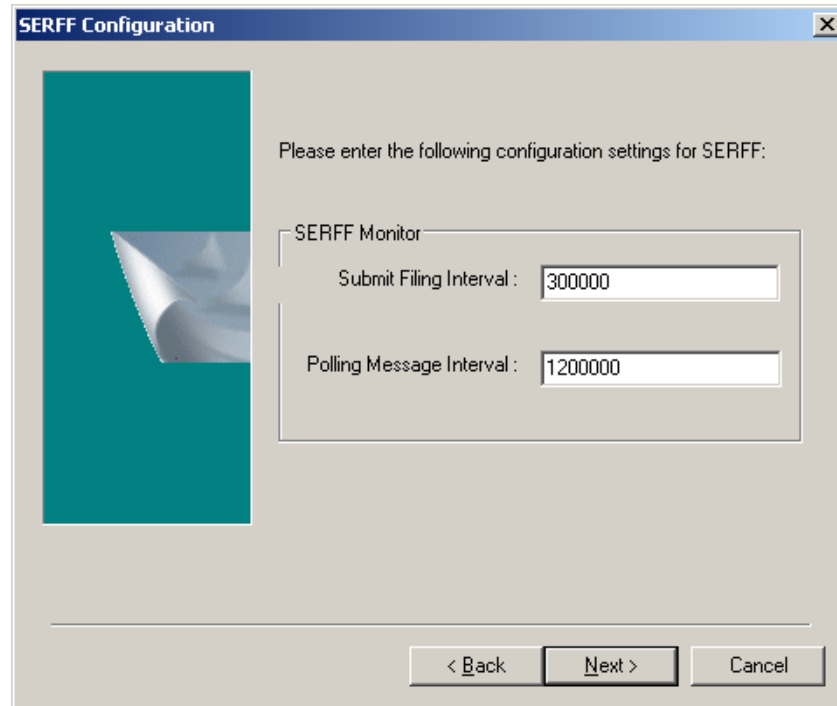
The **Tracker File Server** dialog opens.



3. Click **Next**.
4. When prompted to upgrade your previous version Tracker, click **Yes**.
5. On the **Registration** dialog, your company name appears. If this has changed, update it.



6. Click **Next**.
The **SERFF Configuration** dialog opens.

The dialog box is titled "SERFF Configuration" and has a close button (X) in the top right corner. On the left, there is a teal square with a white corner graphic. The main text says "Please enter the following configuration settings for SERFF:". Below this, there is a section titled "SERFF Monitor" containing two input fields: "Submit Filing Interval:" with the value "300000" and "Polling Message Interval:" with the value "1200000". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

SERFF Configuration

Please enter the following configuration settings for SERFF:

SERFF Monitor

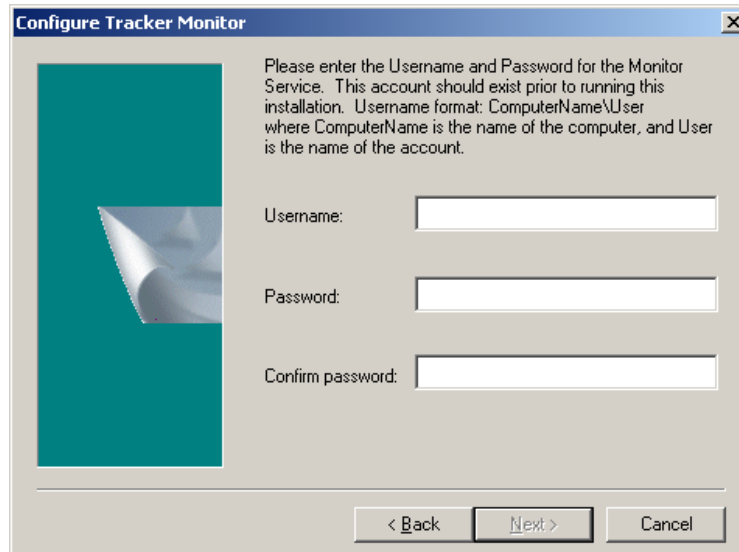
Submit Filing Interval : 300000

Polling Message Interval : 1200000

< Back Next > Cancel

7. Enter the **Submit Filing Interval** and **Polling Message Interval** (in milliseconds), then click **Next**.

The **Configure Tracker Monitor** dialog may open.

The dialog box is titled "Configure Tracker Monitor" and has a close button (X) in the top right corner. On the left, there is a teal square with a white corner graphic. The main text says "Please enter the Username and Password for the Monitor Service. This account should exist prior to running this installation. Username format: ComputerName\User where ComputerName is the name of the computer, and User is the name of the account." Below this, there are three input fields: "Username:", "Password:", and "Confirm password:". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Configure Tracker Monitor

Please enter the Username and Password for the Monitor Service. This account should exist prior to running this installation. Username format: ComputerName\User where ComputerName is the name of the computer, and User is the name of the account.

Username:

Password:

Confirm password:

< Back Next > Cancel

8. Enter the **Username** of the user account under which the Tracker Monitor service should run.

Important: The user name you enter must be *identical* to the user name you used in the previous version of Tracker Monitor.

The format is:

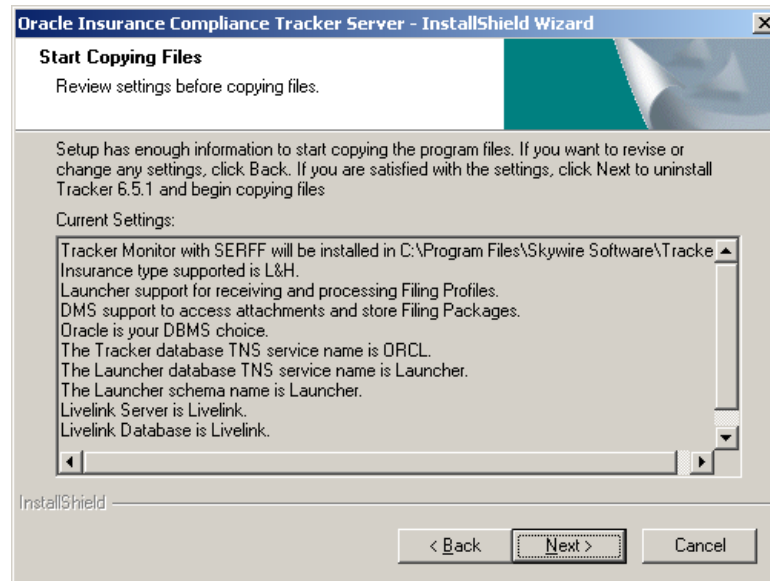
ComputerName\Name, where *ComputerName* is the name of the computer and *Name* is the actual name of the account, that is,
ComputerName\tkrwmfmon

9. Enter the **Password** assigned to the Monitor user account. (Your password will be hidden when you type it.)

Important: The password you enter must be *identical* to the password used for the previous version of Tracker Monitor.

10. In the **Confirm password** field, enter the password again.
11. Click **Next**.

In the **Start Copying Files** dialog, review your **Current Settings**.



12. If your current settings are correct, click **Next**, otherwise click **Back** until you have reached the step you want to correct. Make any necessary corrections, then click **Next**.

The system will delete old files, but no progress display will be shown. The system will be unresponsive until the old files have been deleted.

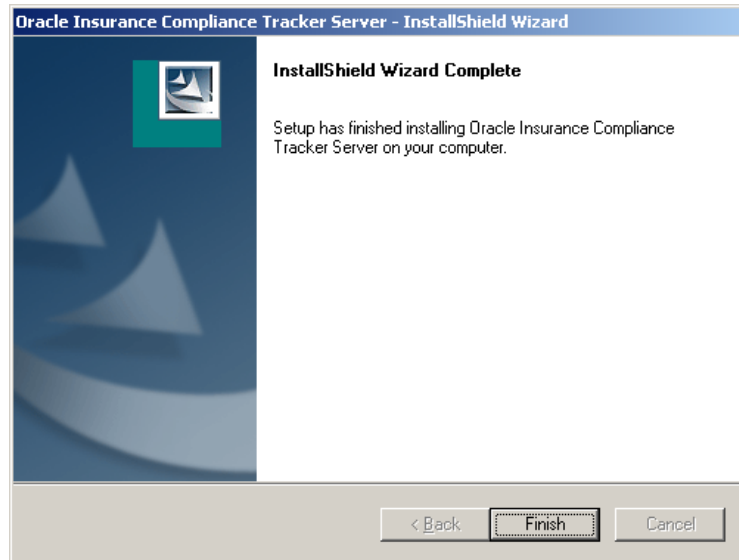
The **Setup Status** dialog opens.

The installation program begins copying the required files. A blue progress bar indicates the progress of the installation.

13. If you are prompted to overwrite existing files, click **Yes** for each file.

To stop the installation process, click **Cancel**.

When the installation is complete, the **InstallShield Wizard Complete** dialog opens.



14. Click **Finish** to close the installation program.
15. If prompted, reboot the system.

Step B: Run Validation Script

Complete this step to identify any phone and fax numbers that are in the incorrect format in the existing Tracker database.

1. Copy the following file from the install package to C:\temp:
`\database\upgrade\Oracle\validate_Oracle.sql`
2. Open SQL+ or a SQL+ worksheet.
3. Type: `@c:\temp\validate_Oracle.sql`.
The output file is placed in `c:\temp\InvalidPhones.txt`
4. Review the contents of this file to determine if any phone or fax numbers are in an invalid format. If all the numbers are valid, this file will be empty.

Step C: Configure the Tracker Monitor User

1. Select **Start > Run** and enter DCOMCNFG in the **Open** field.
The **Component Services** screen opens.
2. Select **Component Services > Computers > My Computer > DCOM Config**.
3. Right click TkrWF, then click **Properties**.
The **Properties** dialog opens.
4. Click the **Location** tab and select the option **Run application on this computer**.
5. Click the **Security** tab and select the option **Customize** under **Launch and Activation Permissions** section, then click **Edit**.

The **Launch Permission** dialog opens.

6. Click **Add**.
7. Enter **Everyone** in the lower list box.
8. Click **OK**, then **OK** again.
9. Select the option **Customize** under **Access Permissions** section, then click **Edit**.

The **Access Permission** dialog opens.

10. Click **Add**.
11. Enter **Everyone** in the lower list box.
12. Click **OK**, then **OK** again.
13. Click the **Identity** tab and select **Launching User**.
14. Click **OK** to close the **TkrWF Properties** dialog.
15. Close the **Component Services** dialog.

Step D: Register the Tracker Monitor Services Manually

If during the Tracker Monitor installation you did not correctly enter the user name and password (or if they did not exist at the time of the installation), you will need to complete this step to manually register the Tracker services.

1. In DOS, change to the current directory in which the Tracker Monitor files are installed.
2. Enter the following commands to register the Monitor services, replacing *{computer_name\user_name}* and *{password}* with the corresponding Monitor user name and password:

```
C:\windows\Microsoft.NET\Framework\v2.0.50727\installutil
/username={computer_name\user_name} /password={password}
/eventlogname=TrackerMonitor /eventlogsource=TkrMonitor tkrmonitor.exe
```

```
C:\windows\Microsoft.NET\Framework\v2.0.50727\installutil
/username={computer_name\user_name} /password={password}
/eventlogname=TrackerMonitor /eventlogsource=TkrCabload tkrcabload.exe
```

Note: It is assumed that the .NET framework is installed at:

```
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727
```

3. After the installation has completed, delete all *.installLog files from the TkrWF subfolder in the Tracker Monitor installation folder. These files contain user names and passwords of the Tracker Monitor users. For security reasons, they should therefore be deleted.

Stage 5: Upgrade the Tracker Client

This stage describes how to upgrade the Tracker client.

The Tracker client upgrade will also uninstall the previous Tracker client.

Note: Complete this stage only on systems that are currently running the Tracker client.

If you are using Calligo 5.4, upgrading to IStream Document Manager 6.3 is optional, and you can skip this stage. Tracker 6.6 supports both and Calligo 5.4 and IStream Document Manager 6.3.

Step A: Back Up the Current System

1. Open the **InfoSource Administrator**.
2. From the **InfoSource** menu, click **Backup IDB** to back up the `local.idb`.
3. Back up all repositories on the system.
4. In the registry editor, select this registry key:
`HKEY_LOCAL_MACHINE\SOFTWARE\InSystems Technologies Inc.\Tracker`
5. Click **File > Export...**
6. Enter a file name and save.

This creates a `.reg` file with all value settings within the folders.

Step B: Uninstall Calligo Core

1. From the **Control Panel**, select **Add/Remove Programs**.
2. Select **Calligo**, then click **Change/Remove**.
3. Select **Remove**, then click **Next**.
4. Click **OK** to confirm.
5. Delete the **Calligo** installation folder, which is usually:
`C:\Program Files\InSystems Technologies Inc.`

Step C: Install IStream Document Manager Core

1. From the IStream Document Manager installation package, run
`\IStream Document Manager 6.3\IStream Document Manager\setup.exe`
The **InstallShield Wizard** opens.
2. Click **Next**.
3. The **Choose Destination Location** dialog displays the location where IStream Document Manager will be installed.

To change the location:

- a. Click **Change**.
- b. In the **Choose Folder** dialog, select the folder you want to install IStream Document Manager.
- c. Click **OK**.
4. Click **Next**.
5. On the **Select Features** dialog, ensure that the **Core** check box is selected, then click **Next**.

The **Setup Type** dialog opens.

6. Choose the default date format for the CTOD function, then click **Next**.
7. In the **DMS InfoSources** dialog, accept the default values, then click **Next**.

The **Ready to Install the Program** dialog opens.

8. To review or change any of your installation settings, click **Back**, otherwise click **Install**.

The **Setup Status** dialog opens.

The installation program begins copying the required files. A blue progress bar indicates the progress of the installation.

9. If you are prompted to overwrite existing files, click **Yes** for each file.

To stop the installation process, click **Cancel**.

When the installation is complete, the **InstallShield Wizard Complete** dialog opens.

10. Click **Finish** to close the installation program.
11. If prompted, reboot the system.

Step D: Restore Your Calligo Settings

In this step, you configure the InfoSource Administrator to point to the original `.idb` file:

1. In the **InfoSource Administrator**, select **InfoSource >Import**.
2. Select the `.idb` file that you previously backed up before the installation as the **Source IDB File**.
3. Select the InfoSources you want to import.

Step E: Run the Tracker Client Setup

In this part, you run the setup application to actually upgrade Tracker.

Important: Verify that the Tracker registry path is present:

```
HKEY_LOCAL_MACHINE\SOFTWARE\InSystems Technologies  
Inc.\Tracker
```

If this path does not appear, restore it from the .reg file you previously created.

Important: For Microsoft Windows Vista, you must install Tracker using the Administrator account. You cannot use any other account, even if it has administrative rights.

1. Run the client `Setup.exe` located on the Tracker File Server, for example, `X:\Tracker\CliSetup\Setup.exe`, where *X* is mapped to the Tracker installation folder on the Tracker File Server.

Alternatively, you can use UNC notation to specify a network location for the installation, depending on the Tracker file server setup, for example,

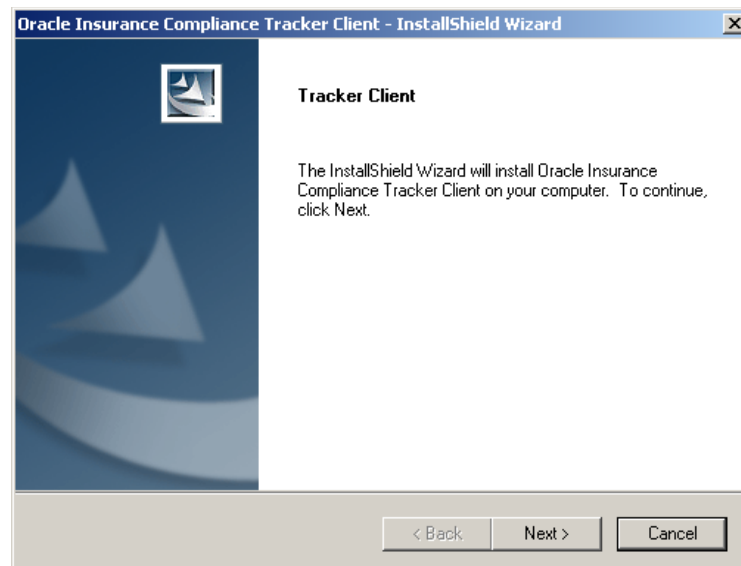
```
\\Tracker_server\shared_folder\Tracker\CliSetup\Setup.exe
```

where *Tracker_server* is the name of the Tracker File Server.

2. When prompted to upgrade your previous version Tracker, click **Yes**.

The **InstallShield Wizard** opens. A progress window temporarily appears.

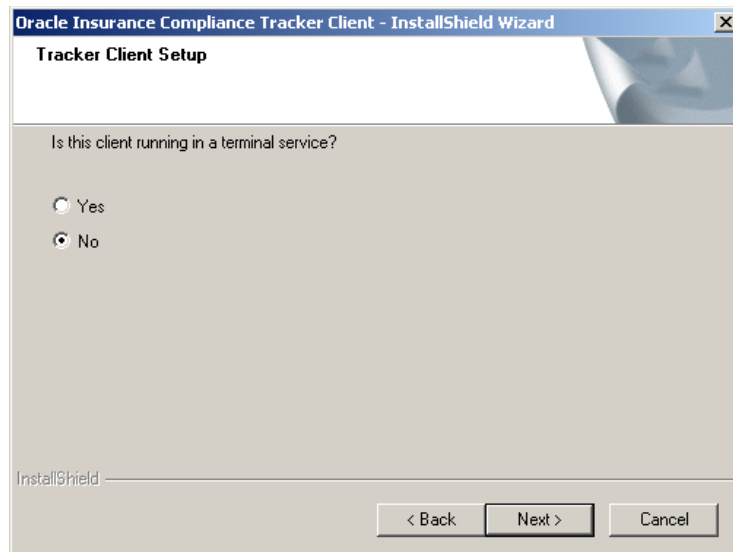
The **Tracker Client InstallShield Wizard** dialog opens.



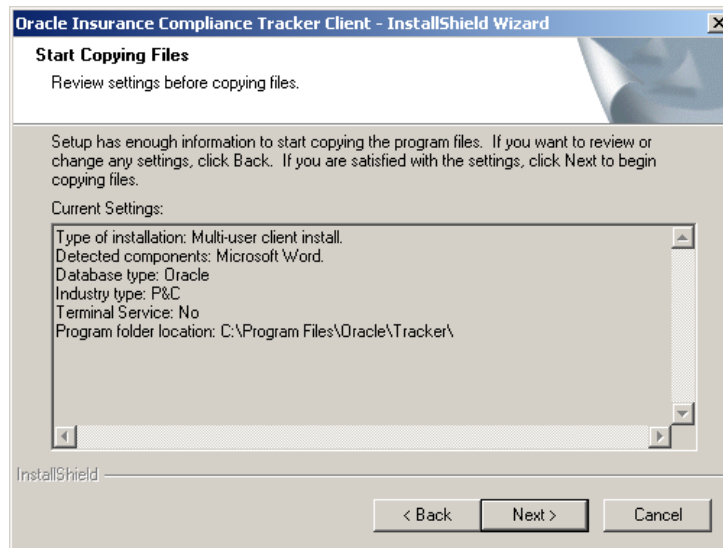
3. Click **Next**.

The **Choose Destination Location** dialog opens, displaying the installation location.

4. Click **Next**.
5. If you are not using the Terminal Service, in the **Tracker Client Setup** screen, select **No**, otherwise select **Yes**.

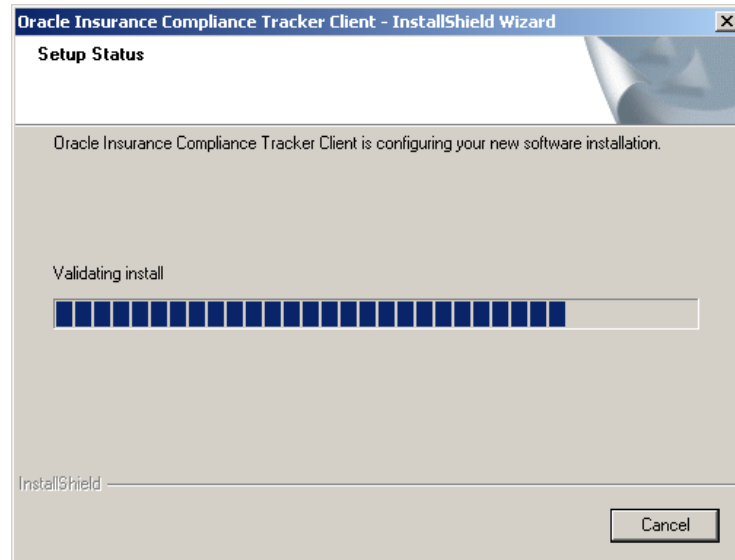


6. In the **Start Copying Files** dialog, review your **Current Settings**.



7. If your current settings are correct, click **Next**, otherwise click **Back** until you have reached the step you want to correct. Make any necessary corrections, then click **Next**.

The **Setup Status** dialog opens.

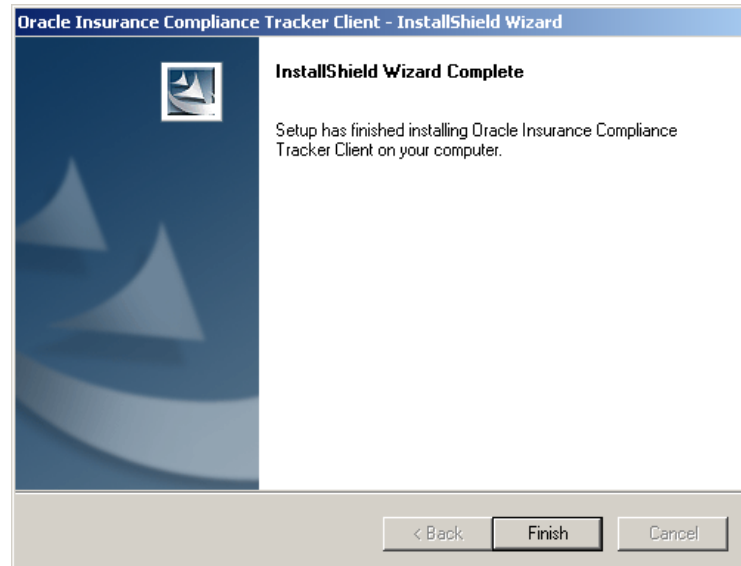


The installation program begins copying the required files. A blue progress bar indicates the progress of the installation.

8. If you are prompted to overwrite existing files, click **Yes** for each file.

To stop the installation process, click **Cancel**.

When the installation is complete, the **InstallShield Wizard Complete** dialog opens.



9. Click **Finish** to close the installation program.
10. If prompted, reboot the system.

Stage 6: Upgrading the DMS

This stage only applies if you are upgrading your DMS.

If you are upgrading from Calligo 5.4 to IDM 6.3, complete this stage and also the next stage: *Stage 7: Upgrading the Tracker Status Plug-in* on page 38.

1. If you are upgrading from Calligo 5.4 to IStream Document Manager 6.3, please refer to the *IStream Document Manager Upgrade Guide*, and perform the steps as directed.
2. After upgrading to IStream Document Manager 6.3, copy the files from the `LAPI` folder to `[IDM install path]\Components`. (Complete this step for the server and all clients.)

Stage 7: Upgrading the Tracker Status Plug-in

Complete this stage if you are upgrading from Calligo 5.4 to IDM 6.3. (You must also have completed the previous stage: *Stage 7: Upgrading the Tracker Status Plug-in* on page 38.)

You also need to complete this if you are using Calligo 5.4, even if you are not upgrading IDM 6.3.

Step A: Uninstall the Tracker Status Plug-in

1. Go to the following URL:

```
http://[server name]/[Livlink service name]/  
livelink.exe?func=admin.index
```
2. In the **Login** window, enter the Administrator password, then click **Login**.
The **Calligo Administration** page opens.
3. Scroll down, then click **Uninstall Modules**.
4. Enter the Administrator password then click **Login**.
5. Click **Uninstall** next to **Tracker Modules 6.5.1** (the Status Plugin).
6. Restart the Livelink services.
7. On the **Restart Calligo Server** page, click **Continue**.
8. From the `[Livlink folder]\Staging` folder, delete the `Tracker_x_x_x` folder.

Step B: Install the Tracker Status Plug-In

1. On the Tracker installation package, locate the plug-in zip file in the `Tracker Status Plugin\IDM or Calligo` folder.
2. Unzip the contents to the `[LiveLink folder]\staging` folder, saving the directory tree.

Note: Ensure you retain the directory organization of the plug-in files when you unzip the file, and that the unzipped files are not write-protected.

3. Go to the following URL:

```
http://[server name]/[Livlink service name]/  
livelink.exe?func=admin.index
```
4. From the **Login** page, enter the Administrator password, then click **Login**.
The **Calligo Enterprise Administration** page opens.
5. Click **Install Modules**.
6. Select **Tracker Module**, then click **Install**.
7. Follow the Livelink DMS instructions to restart the server.
8. Go to the **Admin** page.

9. In the **Tracker Administration** section, select **Tracker Insurance Type**, then click **Apply**.
 10. Follow the Livelink DMS instructions to restart the server.
 11. Go to the **Admin** page.
 12. In the **Tracker Administration** section, select **Tracker Database Configuration**, complete all the fields, then click **Apply**.
 13. Follow the Livelink DMS instructions to restart the server.
- The Tracker Status plug-in is now installed.

Uninstalling Tracker

This section describes how to uninstall Tracker Server or Tracker Client. Each of these appears as a separately installed application. Therefore, to completely uninstall Tracker, you need to complete this procedure for both Tracker Server and Tracker Client.

Method: Uninstall Tracker

1. From the **Control Panel**, select one of the following items, depending on your operating system:

- Windows Vista: **Programs and Features**
- Windows XP: **Add/Remove Programs**

2. Click the Tracker entry to highlight it. The entry will be one of:

- **Oracle Insurance Compliance Tracker Server**
- **Oracle Insurance Compliance Tracker Client**

3. Click **Change/Remove**.

The system will delete old files, but no progress display will be shown. The system will be unresponsive until the old files have been deleted.

The **Setup Status** dialog opens.

A blue bar indicates the progress of the uninstallation.

After Tracker has been completely uninstalled, the **Maintenance Complete** dialog opens.

4. Click **Finish** to close this dialog.
5. After uninstalling, you can remove the Tracker program folder from your system.