Aras Innovator 11

Installation Guide

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a r a s **corp** ®

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Document Conventions

The following table highlights the document conventions used in the document:

Table 1:   Document Conventions

Convention	Description
Bold	This shows the names of menu items, dialog boxes, dialog box elements, and commands. Example: Click **OK**.
`Code`	Code examples appear in `courier` text. It may represent text you type or data you read.
`Yellow highlight`	Code with yellow highlight is used to draw attention to the code that is being indicated in the content.
`Yellow highlight with red text`	Red color text with yellow highlight is used to indicate the code parameter that needs to be changed or replaced.
Italics	Reference to other documents.
Note:	Notes contain additional useful information.
Warning	Warning contains important information. Pay special attention to information highlighted this way.
Successive menu choices	Successive menu choices may appear with a greater than sign (-->) between the items that you will select consecutively. Example: Navigate to **File** --> **Save** --> **OK**.

1 Overview

Aras Innovator is a Web-based system for providing control and distribution of product information throughout the internal and extended enterprise and during the entire life cycle of a product. Aras Innovator is more than typical document management – it links configuration management, workflow, and dynamic tracking of product data.

By leveraging the infrastructure of the Internet, suppliers and customers can become more tightly involved within a product life cycle, which directly improves process efficiency, speed, quality, and lowers overall cost of business.

Aras Innovator is enterprise software that is 100% browser-based making it easy to use, learn and administer. Aras Innovator is an open solution based on standard Internet protocols such as HTTP/HTTPS, SOAP, and XML making integration with legacy applications straightforward and fast.

1.1 Getting Started

This document provides detailed instruction for the installation of a new Aras Innovator server instance. The steps detailed in this document are intended to allow a novice administrator to install Aras Innovator. However, more general knowledge of system administration, databases, and high-level programming (HTML, JavaScript, C#) is required to fully customize an Aras Innovator package with required business rules.

The following is the sequence of steps to fully install and ready Aras Innovator for customization.

1. Verify System Prerequisites

2. Aras Innovator Server/Vault Server Installation

3. Client Setup

4. Aras Innovator Server/Vault Server Uninstall

Note:	The following installation and setup process assumes that the Aras Innovator Server instance, the Web Server, the Vault Server and the Aras Innovator Database are located on the same machine. However, each of these components can be located on different machines as long as the host and directory paths can be resolved over your network.

2 Prerequisites

Aras Innovator requires several components for proper operation:

- Web Server

- Database Server

- File Server

2.1 Minimum System Requirements

Following is a list of Minimum System Requirements to install and operate Innovator.

2.1.1 Client

Table 2:   Platform

Component	Platform	Version
Operating System	MS Windows	Windows 10 Windows 8.1 Windows 8 Windows 7
	Mac	OS X 10.11 (El Capitan) OS X 10.8 (Mountain Lion) OS X 10.7 (Lion)
Web Browser	MS Internet Explorer	11, 10, or 9
	Mozilla Firefox	31 ESR 38 ESR
.NET	.Net Framework	3.5 SP1 (IE Only)

Table 3:   Configuration

System Requirement	
Processor Speed	2.0 GHz
Free Disk Space	80.0 MB
Main Memory	2.0 GB
Monitor	1024x768 resolution with 16-bit color.

2.1.2 Server

Note: Administrative privileges are required for each server component to be properly installed and/or configured.

Table 4: Platform

Component	Platform	Version
Operating System	MS Windows Server	2012 R2 2012 2008 R2
Web Server	MS Internet Information Server	8 7
.Net	.Net Framework	4.5.2
Relational Database	MS SQL Server	2014 2012 2008 R2
Report Server (Optional)	MS SQL Server	2014 2012 2008 R2

Table 5: Configuration

System Requirement	
Processor Speed	2.0 GHz
Free Disk Space	1.0 GB
Main Memory	4.0 GB
Monitor	1024x768 resolution with 16-bit color.

Table 6: Network Configuration

System Requirement	
Network	Microsoft TCP/IP Ethernet Network Adapter
File systems	NTFS

2.2 Obtaining a Framework License

Aras Innovator software requires a special license key in order to run. The license key is unique to each server running the Innovator software. In order to obtain a license key, you must know the MAC address of your server.
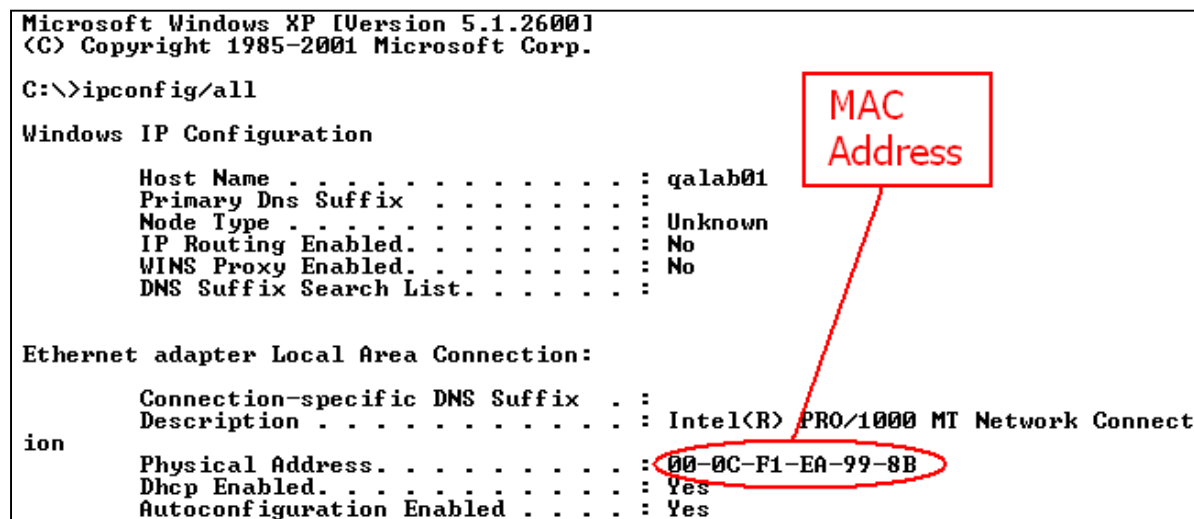
To automatically generate a License Key, visit the licensing page at http://www.aras.com/support.

2.2.1 Obtaining Your Server MAC Address

The MAC Address (Physical Address) of the Aras Innovator server is required in order to generate a license key. The MAC address has the following format: 00-50-04-2A-C1-E2. This machine id can be determined by running the following command in a Command Prompt window:

`C:\>ipconfig/all`

The command returns the machine's configuration information, including the Physical Address (MAC address) as below:

<div align="center">Figure 1.</div>

2.2.2 Requesting a Framework License

Once you have obtained the MAC Address of your server, go to licensing page on the Aras website to **automatically generate a License Key** at http://www.aras.com/support.

Alternately, community member with an active subscription package can send an email to licenses@aras.com or to your account representative in the following format:

- Subject – Framework License needed

- Body

  o MAC Address of the machine being installed on

  o Version of Innovator

You receive a reply containing the following information

- License Key generated

Be prepared, that the Aras Innovator Setup Wizard requests this information, so have it ready.

2.2.3 Upgrading from Previous Versions

The Aras Innovator Installer **cannot** be used to upgrade your Aras Innovator code tree or database from a previous version of Aras Innovator.

The version of the database and the version of the code tree must match.

If you wish to upgrade from a previous version of Aras Innovator, refer to the *Aras Innovator – Release Notes* to see what path to take or contact Aras at info@aras.com to discuss your upgrade options.

3 Installing Aras Innovator

3.1 .Net Client Configuration

The *Aras Innovator - Installation Guide* walks you through the steps needed to install Aras Innovator and upon completion your IT System Administrators should review the relevant document for client settings configuration.

- *Aras Innovator 11 - Client Settings for Internet Explorer on Windows*

- *Aras Innovator 11 - Client Settings for Firefox on Windows*

- *Aras Innovator 11 - Client Settings for Firefox on Mac*

The client settings document walks you through the necessary steps to configure client PC machines to run the Aras Innovator software. These documents can be found in the Documentation folder of the Aras Innovator CD image.

3.2 Installing Aras Innovator Server

The Aras Innovator installation file may be obtained from the Aras Innovator CD Image. It is recommended not to delete this copy of the MSI file when the installation is complete.

3.3 Run the InnovatorSetup.msi File

Double click on the file `InnovatorSetup.msi` to start the Aras Innovator Installer.

3.3.1 Welcome Page

The first screen of the Installer is shown below. Click **Next** to proceed or **Cancel** to exit setup.

Figure 2.

3.3.2 License Agreement

Make sure that you read the license agreement carefully before agreeing and proceeding with the install.
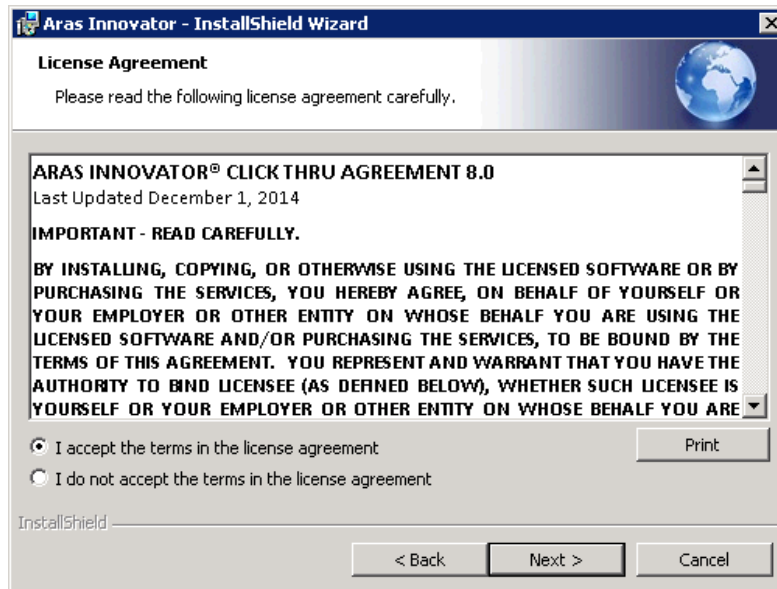

Figure 3.

This screen allows you to print the license agreement using a rich text editor, such as Wordpad, by clicking **Print**. The **Next** button remains disabled, until the **I accept the terms in the license agreement** option is selected.

1. Click **Next** to proceed with installation.
2. Click **Back** to return to the previous screen.
3. Click **Cancel** to exit setup.

3.3.3 Prerequisites and Documentation

Ensure you have reviewed the *Aras Innovator – Installation Guide* and have all necessary components installed and configured on the server.
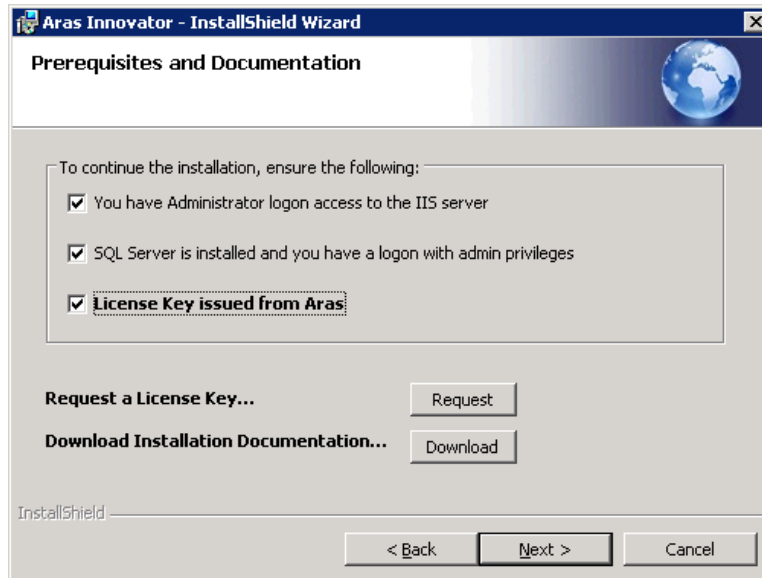
Figure 4.

- **You have Administrator login access to the IIS server:** You have administrative right on the computer you are installing to, and have the IIS server installed and configured.

- **SQL Server is installed and you have a login with admin privileges**:
  - o   You have installed a MS SQL Server instance on the database server
  - o   You must have SQL Server Authentication enabled
  - o   You know the SQL Server login/passwords needed for installation.

- **License Key issued from Aras**

  If you have not obtained a license key at this time, do so now. See section 2.2 Obtaining a FrameWork License.

  Note: The **Next** button is enabled only after you select all the three options.

- **Request a License Key…**

  Click **Request** to automatically go to the license request page at http://www.aras.com/support/

- **Download Installation Documentation…**

  Click **Download** to automatically go to the documentation page at http://www.aras.com/support/
  - o   Click **Next** to proceed with installation.
  - o   Click **Back** to return to the previous screen.
  - o   Click **Cancel** to exit setup.

3.3.4 Aras Innovator Destination Folder
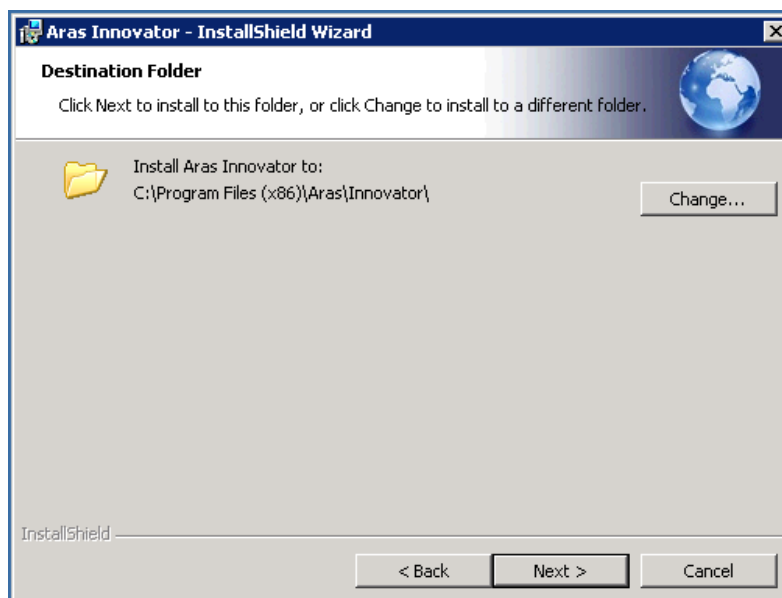
Figure 5.

This screen allows you to specify the directory to which Innovator should be installed. The default directory path is `C:\Program Files (x86)\Aras\Innovator`. But, you can click Change… to select a directory of your choice. This document assumes the default value.

- o Click **Next** to proceed with installation.
- o Click **Back** to return to the previous screen.
- o Click **Cancel** to exit setup.

3.3.5   Setup Type
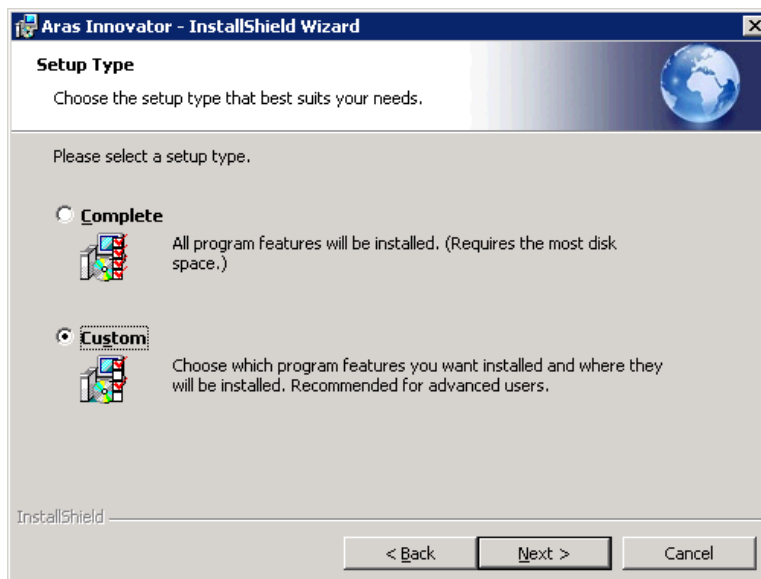
Figure 6.

Specify either the **Complete** or **Custom** option for installation.

- **Complete**: This option installs Innovator with all the features.

- **Custom**: This option allows the user to select only the feature set necessary. By default, the **Custom** option is selected. The default custom installation installs the Innovator Server, Vault Server, and Database Server, but not the Conversion Server.

  o   Click **Next** to proceed with installation.

  o   Click **Back** to return to the previous screen.

  o   Click **Cancel** to exit setup.

3.3.6 Custom Setup
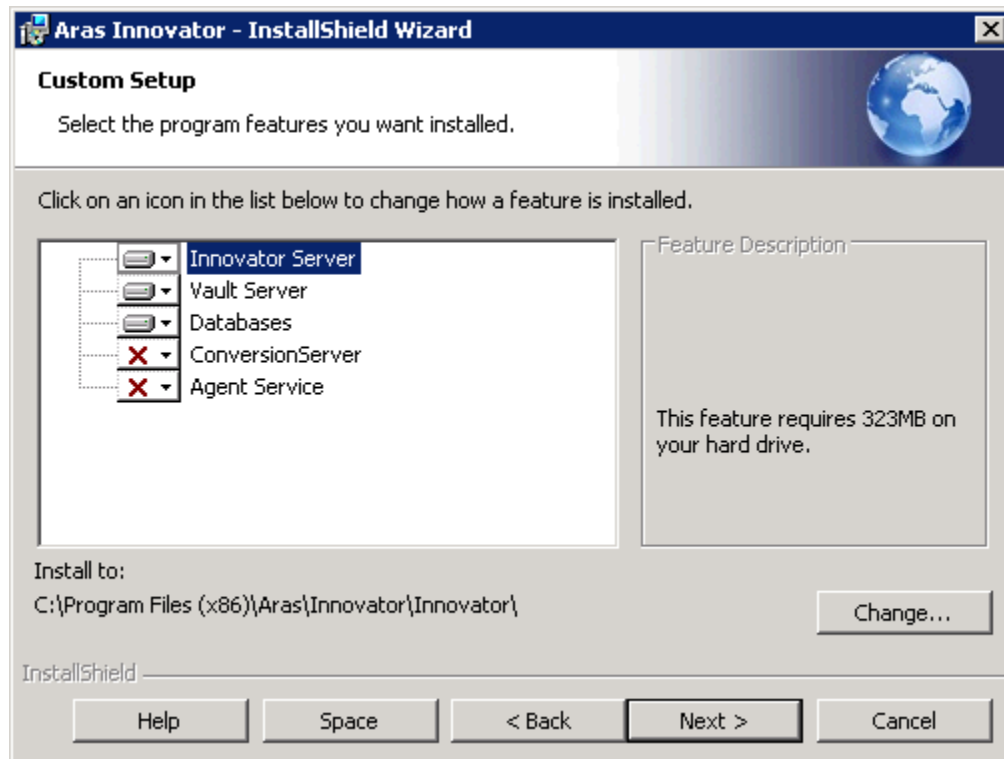
Figure 7.

If you choose **Custom Setup Type**, the screen shown in Figure 7 will be displayed.

If you choose **Complete Setup Type**, go to section 3.3.7 License Configuration for the following steps.

Choose the features of Aras Innovator you want to have installed in your system:

- Innovator Server

- Vault Server

- Databases

- Conversion Server.

- Agent Service

Select/deselect the services by clicking on the dropdown.

Note:	This document assumes a custom installation was chosen, excluding the Conversion Server and Agent Service. It is assumed the Conversion Server and Agent Service are installed on a separate server from the Innovator Server in a production instance. For more information, refer to section 5.12 Installing Separate Conversion Servers and section 5.13 Installing the Agent Service. Depending on the options you choose, the number of screens displayed during installation is different. If you choose only one option, it is represented only by a subset of screens featured here.

- o Click **Change** to specify the install directory.

- o Click **Help** to view the help for the current screen.

- o Click **Space** to view the disk size requirements and availability.

o Click **Next** to proceed with installation.

o Click **Back** to return to the previous screen.

o Click **Cancel** to exit setup.

3.3.7 License Configuration

Figure 8.

License Key: A Framework License key obtained from Aras Corporation. If you have not obtained a license key at this time, do so now. (Refer to section 2.2 Obtaining a FrameWork License)

o Click **Next** to proceed with installation.

o Click **Back** to return to the previous screen.
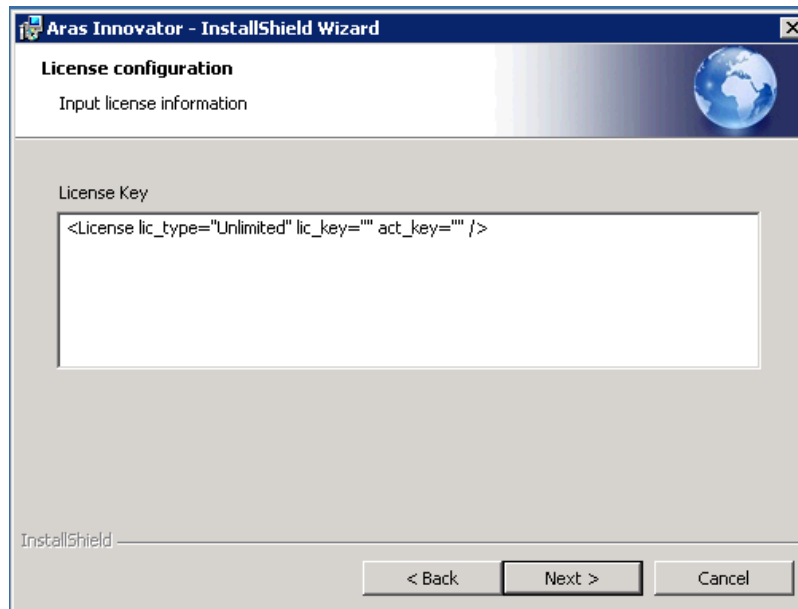
o Click **Cancel** to exit setup.
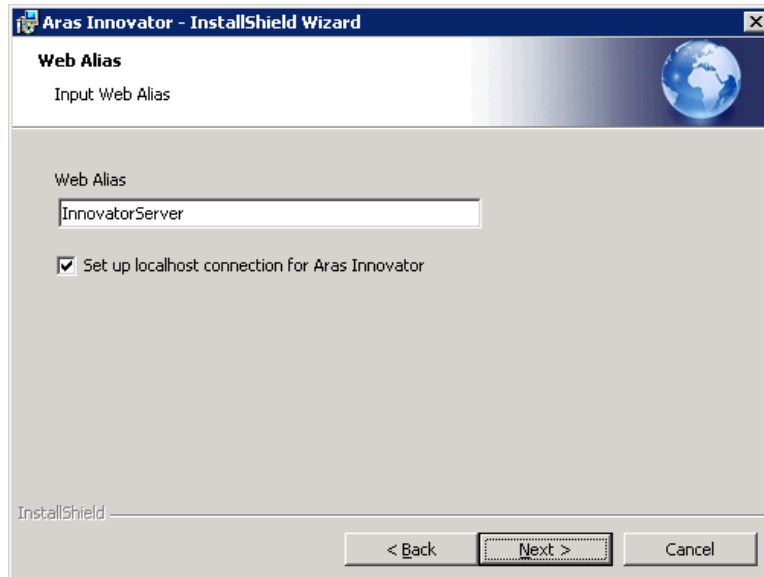
3.3.8 Server Web Alias Setup

Figure 9.

Web alias - Web Alias is used to create the virtual directory for the Innovator Server and therefore to access Aras Innovator. To access Aras Innovator, type a URL of the form:

`http://<servername>/<web_alias>`

For example, if you were to select the default Web Alias InnovatorServer, then access it as:

`http://<servername>/InnovatorServer`

where,

`<servername>` is the name or IP address of the server hosting Aras Innovator (if it is installed locally, then you can refer to the server as localhost)

Note: It is recommended that you follow standard Web Alias restrictions when selecting a name. If you are unsure what this means, restrict yourself to alphanumeric characters. It is also recommended that the complete URL should not contain underscore characters, because it can interfere with the loading of session cookies.

Set up localhost for Aras Innovator – This option is intended for evaluation purposes only. This resets the permissions for the Local Intranet Zone of Internet Explorer, and add a .NET Security Policy for `http://localhost/<web_alias>` to the installation machine. A desktop icon is added at the end of the installation, giving you instant access to the installed Aras Innovator via Internet Explorer, with the minimum required permissions. It is not recommended to use this option when installing to a production server.

   o   Click **Next** to proceed with installation.

   o   Click **Back** to return to the previous screen.

   o   Click **Cancel** to exit setup.

3.3.9 SMTP Setup

This screen allows you to specify the SMTP server to be used within Aras Innovator to send emails on lifecycle promotions, workflow tasks, etc.
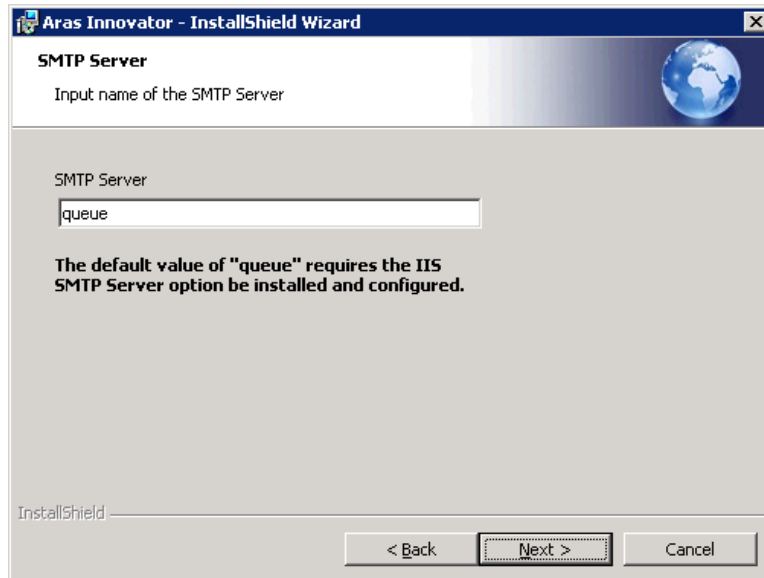
Figure 10.

In the **SMTP Server** field, specify a direct URL to your SMTP Server. This allows Aras Innovator to send email directly to your SMTP Server for immediate processing.

By default, the SMTP Server value is set to **queue**, but should be updated to point to a valid SMTP server on your network.

- o   Click **Next** to proceed with installation.
- o   Click **Back** to return to the previous screen.
- o   Click **Cancel** to exit setup.

3.3.10 Language Configuration

This screen allows you to choose what additional languages to install.
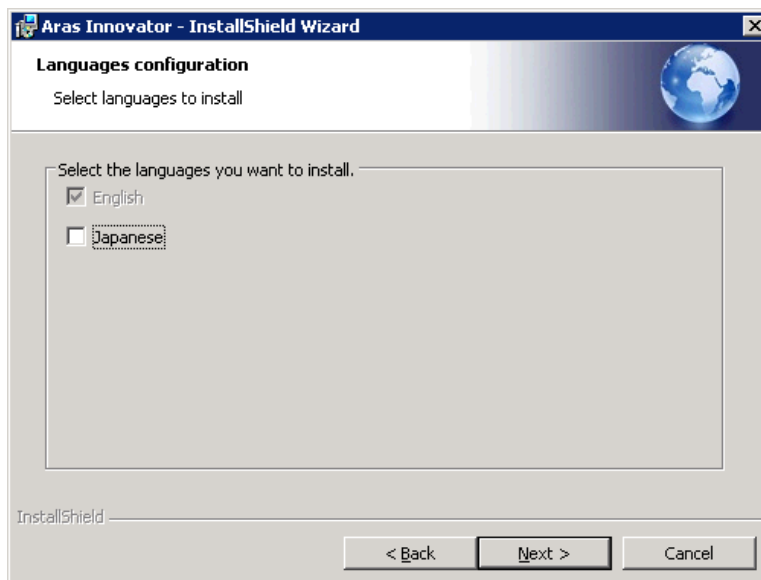
Figure 11.

- English – By default, the en-US locale is installed with the English language.

- Japanese – Selecting this option installs the ja-JP locale with the Japanese language.

  o Click **Next** to proceed with installation.

  o Click **Back** to return to the previous screen.

  o Click **Cancel** to exit setup.

3.3.11 Vault Server Preferences

This screen allows you to specify the Vault Name, the Application Server URL, and the local path for files for the Vault Server which is used with the Aras Innovator Server.

Figure 12.

- **Vault Name** - The Vault instance to be installed. All new instances of Innovator must contain one vault named 'Default'. Alternate or additional vaults may be configured separately after the initial installation.

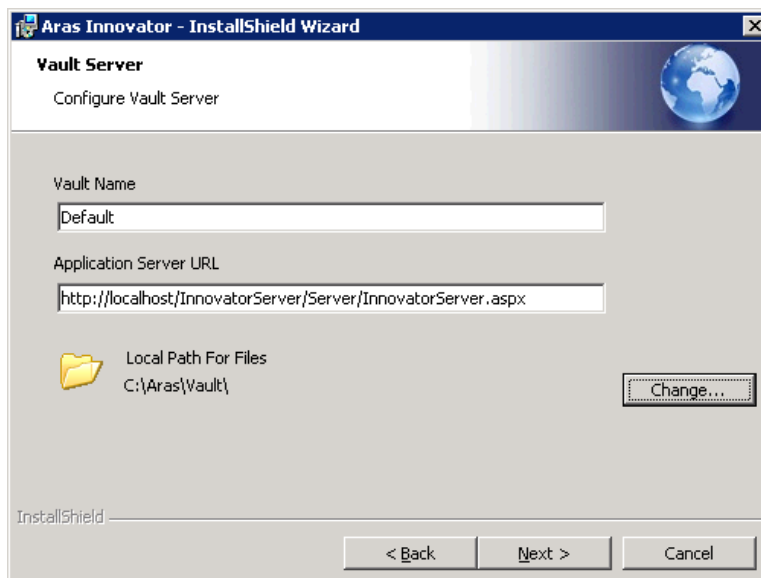- **Application Server URL** - Since Vault Server is not a standalone application, and is useful only along with the Aras Innovator Server, this field allows you to specify the Application Server URL for the instance of Aras Innovator you are going to use with this Vault Server. The Application Server URL is of the following format:

  `http://<servername>/<web_alias>/Server/InnovatorServer.aspx`

  where:

  - `<servername>` is the name of the server where the Innovator Server is running. For example, if it is running on the local machine, the server is `localhost`

  - `<web_alias>` is the name of the Aras Innovator Server Virtual Directory and consequently the name that is used to access the Aras Innovator Server. This is the same Web Alias that you specified earlier in section 3.3.8 Server Web Alias Setup.

  - A best practice is for a standard install is `http://localhost/$[HTTP_PATH_SERVER]/Server/innovatorserver.aspx`

- **Local Path For Files** - the full local path to the directory on this machine where you would like the files to be stored. This folder should be in a location where there is sufficient disk space to accommodate the files you expect users to check into the system, and should also be in a location where the files will not be deleted by processes other than the Vault Server, as these files are being managed by Aras Innovator.

  - A best practice to select a folder with a known label that will not be deleted in a location with adequate disk space.

  - The installer defaults to the local drive with the most available disk space and recommend the \Aras\Vault folder. (Example: `C:\Aras\Vault`)

  - Click **Next** to proceed with installation.

  - Click **Back** to return to the previous screen.

  - Click **Cancel** to exit setup.

3.3.12 Conversion Server Preferences (Optional)

This tier of the installation is disabled by default as Conversion Servers are typically installed on a separate server in production. For more information, refer to section 5.12 Installing Separate Conversion Server.

If you are not installing a Conversion Server on the same Server as the Innovator Server, skip to section 3.3.13 Configure Database.

This screen allows you to specify the Conversion Server Name and the Application Server URL for the Aras Innovator Server.
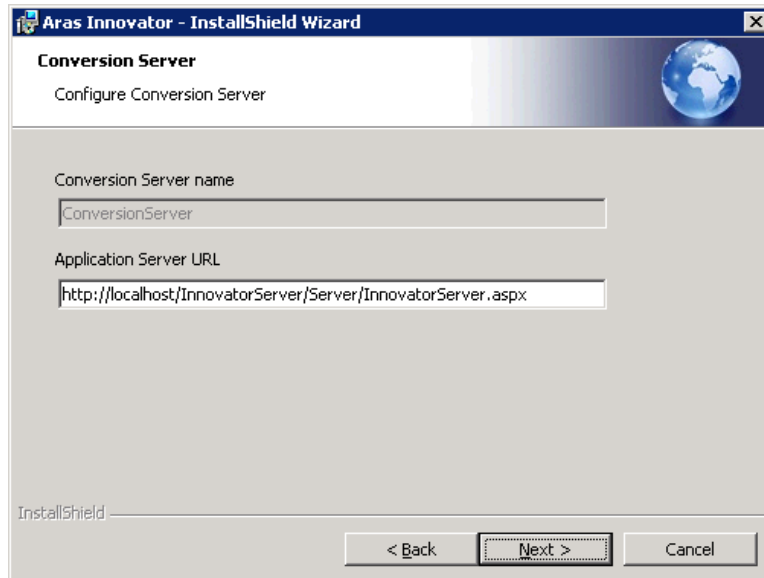
Figure 13.

- **Conversion Server Name** - The Conversion Server instance to be installed. If the Innovator Server is being installed as well, this field is disabled.

This is the name of the application installed in IIS. Additional Conversion Servers may be configured separately after the initial installation.

- **Application Server URL** - since Conversion Server is not a standalone application, and is useful only along with the Aras Innovator Server, this field allows you to specify the Application Server URL for the instance of Aras Innovator you are going to use with this Conversion Server. The Application Server URL is of the following format:

  `http://<servername>/<web_alias>/Server/InnovatorServer.aspx`

  Where:

  o `<servername>` is the name of the server where the Innovator Server is running. For example, if running on the local machine, this is `localhost`

  o `<web_alias>` is the name of the Aras Innovator Server Virtual Directory. This is the same Web Alias as specified in the section 3.3.8 Server Web Alias Setup.

- Click **Next** to proceed with installation.

- Click **Back** to return to the previous screen.

- Click **Cancel** to exit setup.

3.3.13 Configure Database

This screen allows you setup one or more Aras Innovator databases. You must have SQL Server Authentication enabled on your Microsoft SQL Server instance to install and run Aras Innovator.
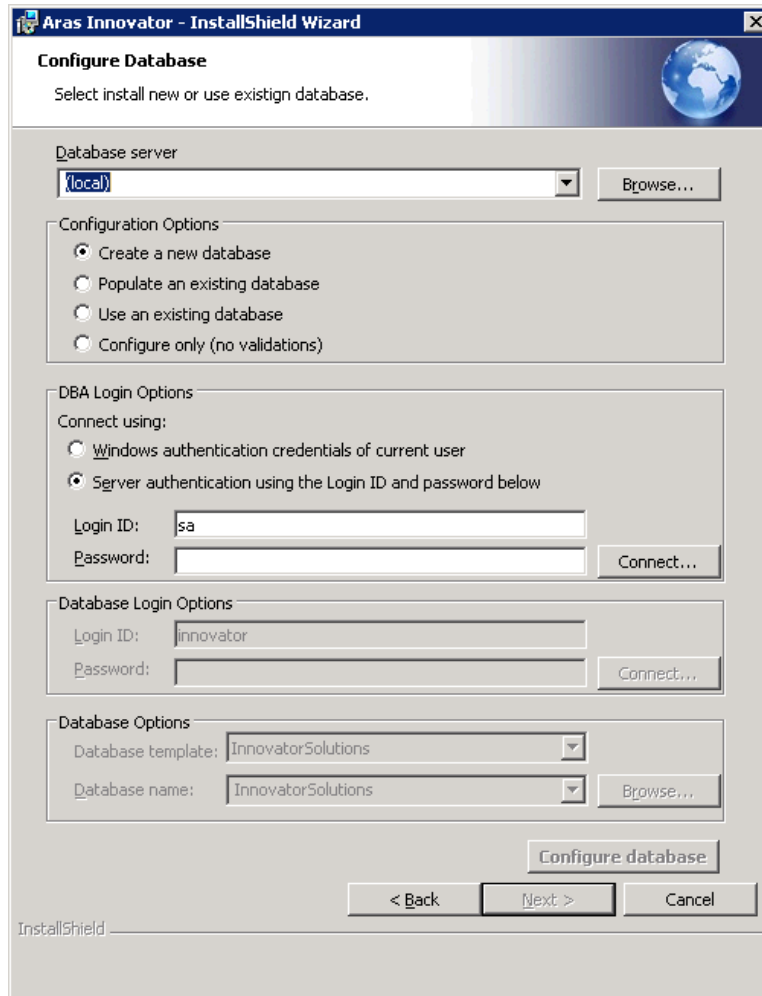
Figure 14.

- **Database Server** – This refers to the SQL Server instance you wish to install to. By default this is set to the first available SQL Server instance on the local machine, but can be set to any valid SQL Server Registration instance. To set this value, simply key in the name of a known instance or select 'Browse…' to see what SQL Server registrations the installer recognizes as available.

- **Configuration Options** – This is the method by which you choose to install the Aras Innovator database. Each option is explained separately in the following sub-sections.

  o   Create a new database

  o   Populate an existing database

  o   Use an existing database

  o   Configure only (no validations)

Note: The **Next** button is enabled only after you complete the database installation and configuration. You must configure at least one database before proceeding with the installation.

3.3.13.1 Create a new database

This option is used to create a new database. This is the most common configuration for new installations of Aras Innovator.

Figure 15.

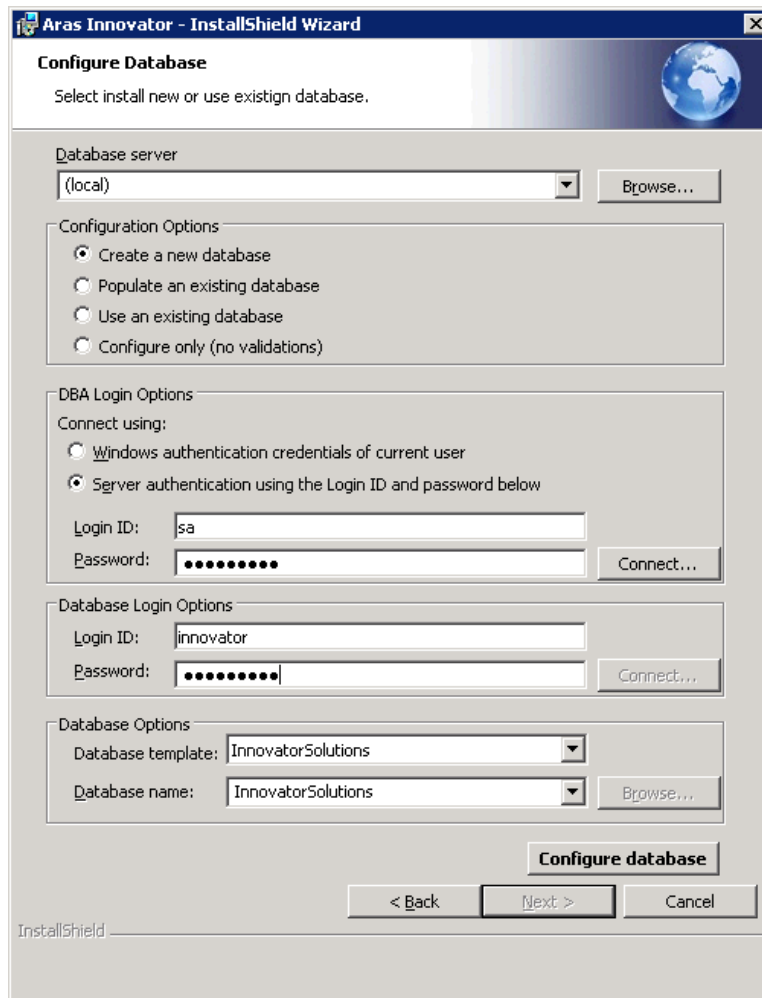- **DBA Login Options** – In order to install a database, we must first connect to the database server. There are two methods of establishing a connection to the database server.

  o Windows Authentication – Connect to SQL server as the current logged in user.

  o SQL Server Authentication – Connect as the SQL Server Administrator

    ▪ **Login ID** – the login of the DBA with permissions to create new databases. Check with your system's DBA what this parameter should be.

    ▪ **Password** – the password for the login used to create the database. Again, check with your system's DBA what this parameter should be.

      You need to click '**Connect…**' once the login details are provided. This allows the installer to confirm connection to the SQL Server instance before proceeding further.

- **Database Login Options** – **Create a new database** also creates the *innovator* database user and the SQL Server login defined in this section of the Configure Database screen with privileges as a database owner of the database created. The *innovator* database user must be the database owner in MS SQL Server and does *NOT* use the SA login to log into the database. (See also section 8 Database Owner Configuration)

  o **Login ID** - This is the login that is used by the *innovator* database user. The installer maps this login to the *innovator* database user after the *innovator* database user is created. The

installer creates the *innovator* database user with rights as a database owner. This user is used to create all Aras Innovator objects in the database. *Do not use the SA login.*

o **Password** - You need to specify the password for the database user login that is configured.

- **Database Options –** The name and type of database to be installed.

o **Database Template** - Select either Innovator Solutions or Innovator Core as the template to be used for the creation of the new database. The Innovator Core database contains only the core data structures of Aras Innovator. The Innovator Solutions database includes the core components plus additional data elements for the Program Management, Product Engineering and Quality Planning solutions.

o **Database Name** - Specify the name you wish your new Aras Innovator SQL Server database to be called or accept the default name provided.

When all fields are complete, click **Configure Database** to install the database.

Note:	The **Next** button is enabled only after you complete the database installation and configuration. Once you have installed a database, you may change the database configuration options and install again, or you can select **Next** to proceed with the installation. You must configure at least one database before proceeding with the installation.

3.3.13.2 Populate an existing database

This option is used to populate an existing empty database with the required data and to add this data base to the Aras Innovator configuration file to be used with this installation of Aras Innovator. You must know the user login mapped to the *innovator* database user to use this option. This option is used when only the login associated with the *innovator* user is known.

Figure 16.

- **Database Login Options** – This is the login associated with the *innovator* database user, and must be the database owner in MS SQL Server but does **NOT** use the super admin (SA) login to log into the database. (See also section 8 Database Owner Configuration)

  o **Login ID** - This is the login that is used by the *innovator* database user. This user is used to create all Aras Innovator objects in the database.

  Note: Do not use the SA login.

  o **Password** - You need to specify the password for the database user login.

     You need to click **Connect…** once the login options have been filled out. This allows the installer to confirm connection to the SQL Server instance before proceeding.

- **Database Options –** The name and type of database to be installed.

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o **Database Template** - Select either Innovator Solutions or Innovator Core as the template to be used for the creation of the new database. The Innovator Core database contains only the core data structures of Aras Innovator. The Innovator Solutions database includes the core components plus additional data elements for the Program Management, Product Engineering and Quality Planning solutions.

o **Database Name** - Specify the name of the database you are installing to. This value may be keyed in or click **Browse…** to see what SQL Server registrations the installer recognizes as available.

When all fields are complete, click **Configure Database** to install the database.

Note:	The **Next** button is enabled only after you complete the database installation and configuration. Once you have installed a database, you may change the database configuration options and install again, or you can select **Next** to proceed with the installation. You must configure at least one database before proceeding.

3.3.13.3 Use an existing database

This option is means to add an existing Aras Innovator database to the configuration file used with the newly installed Aras Innovator. The database must be compliant with the version of Aras Innovator being installed; meaning that the data it is populated with must be compliant with the current version of Aras Innovator. Also, you must know the user login mapped to the *innovator* database user.

Figure 17.

- **Database Login Options** – This is the login associated with the *innovator* database user, and must be the database owner in MS SQL Server but does **NOT** use the SA login to log into the database. (See also section 8 Database Owner Configuration)

  o **Login ID** - This is the login that is used by the *innovator* database user. This user is used to create all Aras Innovator objects in the database.

Note: Do not use the SA login.

  o **Password** - You need to specify the password for the database user login.

- **Database Options –** The name and type of database to be installed.

  o **Database Name** - Specify the name of the database you are installing to. This value may be keyed in or click **Browse…** to see what SQL Server registrations the installer recognizes as available.

When all fields are complete, click **Configure Database** to install the database.

Note: The **Next** button is enabled only after you complete the database installation and configuration. Once you have installed a database, you may change the database configuration options and install again, or you can select **Next** to proceed with the installation. You must configure at least one database before proceeding.

3.3.13.4 Configure only (no validations)

This option is means to add an existing Aras Innovator database to the configuration file used with the newly installed Aras Innovator. The database must be compliant with the version of Aras Innovator being installed; meaning that the data it is populated with must be compliant with the current version of Aras Innovator. Also, you must know the user login map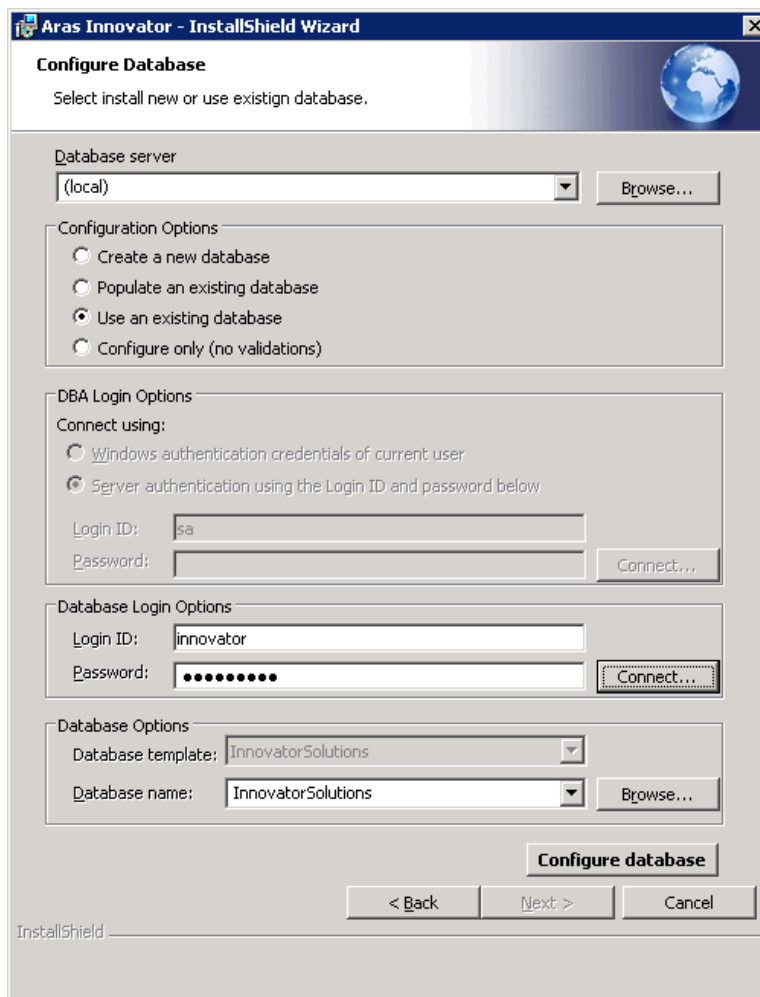ped to the *innovator* database user. The difference between this option and **Use an existing database** option is that the login does not validate the login credentials against the database. This option is mainly provided for development purposes.

Figure 18.

- **Database Login Options** – This is the login associated with the *innovator* database user, and must be the database owner in MS SQL Server but does **NOT** use the SA login to log into the database. (See also section 8 Database Owner Configuration)
  - o **Login ID** - This is the login that is used by the *innovator* database user. This user is used to create all Aras Innovator objects in the database.

> **Note:** Do not use the SA login.

- o **Password** - You need to specify the password for the database user login.

- **Database Options –** The name and type of database to be installed.

    - o **Database Name** - Specify the name of the database you are installing to. This value may be keyed in or select **Browse…** to see what SQL Server registrations the installer recognizes as available.

When all fields are complete, click **Configure Database** to install the database.

> **Note:** The **Next** button is enabled only after you complete the database installation and configuration. Once you have installed a database, you may change the database configuration options and install again, or you can select **Next** to proceed with the installation. You must configure at least one database before proceeding.

3.3.14 Begin the Installation
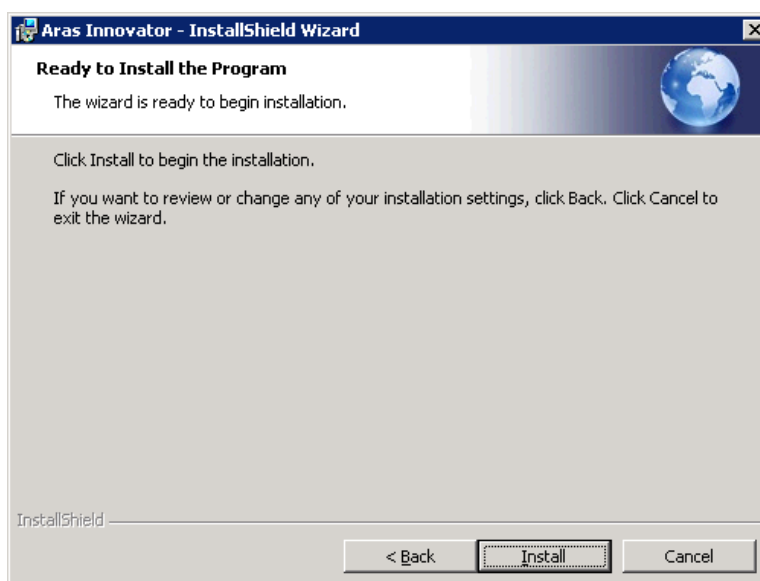
Figure 19.

This screen is displayed next, whether you chose **Custom** or **Complete** Install. Click **Install** to start the installation of the features.

> **Warning** You no longer can make any changes, once you click **Install** on this screen.

If User Access Control (**UAC**) is enabled on the Server, then you are prompted to grant higher permissions. Click **Yes**.
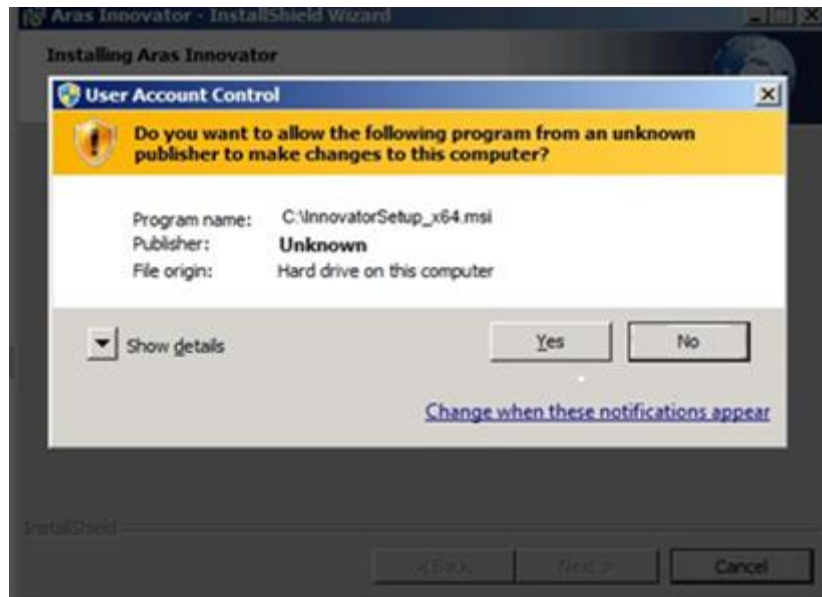
Figure 20.

- Click **Back** to return to the previous screen.

- Click **Cancel** to exit setup.

3.3.15 Installation Status

This screen shows the installation status.
Click **Cancel** to exit setup.
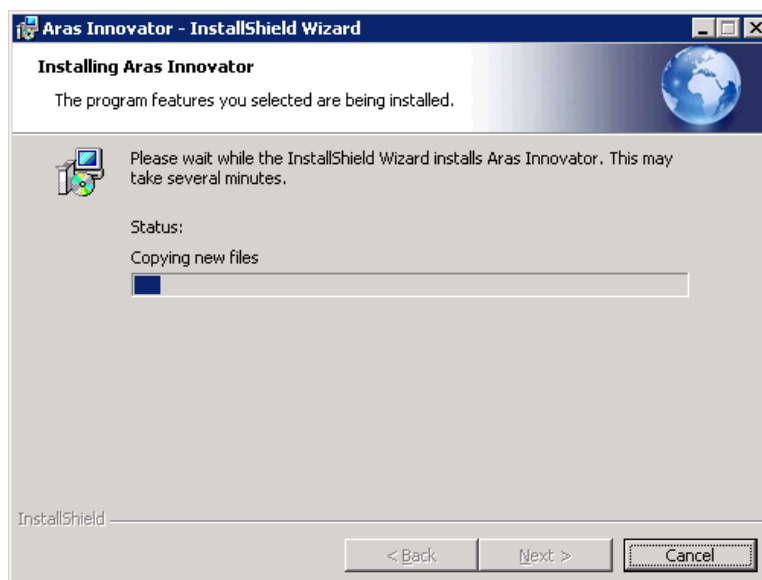
Figure 21.

3.3.16 Installation Completed

The screen below is the last in the installation wizard.

Figure 22.

The **Go** buttons open up a web browser to Aras web pages.

http://www.aras.com/support – Location for downloads, documentation, and other Aras Innovator support information.

http://www.aras.com/community – Location of forums and blogs relating to usage, best practices, and overall enhancement of the Aras Innovator experience.

Click **Finish** to complete the installation process and close the installer.

Note: Make sure **not** to delete your installer from your hard drive when you are done with an installation. You must reuse the same installer to install other instances of Aras Innovator or its components.

4 Logging into Aras Innovator

Aras Innovator uses a Web Browser as the container for its administration and end-user interface. Refer to the relevant document for client settings configuration.

* *Aras Innovator 11 - Client Settings for Internet Explorer on Windows*

* *Aras Innovator 11 - Client Settings for Firefox on Windows*

* *Aras Innovator 11 - Client Settings for Firefox on Mac*

A user with 'administrator' rights typically performs customization of Aras Innovator. Initial setup of Aras Innovator determines the 'admin' user name logon. By default, the user 'admin' has a logon password of 'innovator'.

To log on as administrator

1. Open an Internet Explorer browser and point your web browser at
   http://<servername>/<web_alias>

Figure 23.

Note:	The complete login URL is determined by the Web Server virtual directory name setup. (e.g. http://myserver/InnovatorServer).

2. Enter the default login information.

   a. Enter the default administrator's designated username and password (username 'admin', password 'innovator').
   b. Select the correct database from the drop down menu. This is the database you named in the 'InnovatorServerConfig.xml'

3. Click **Login**.

Note:	Anyone is able to log in with administrative accesses with this default user. While this is acceptable in a development environment, it is recommended that you setup a new account for production databases with administrative privileges, and disable this login.

5 Configuring Aras Innovator (Optional)

Aras Innovator uses a configuration file to manage licensing and server information that is required to successfully start, locate, and connect to active components in its operation. You can customize and configure various aspects as per your requirements.

5.1 Time Zones

Aras Innovator has two basic configurations for time zone support, Local Time Zone and Corporate Time Zone.

5.1.1 Local Time Zone

If all client PC machines accessing Aras Innovator and the server running Aras Innovator are in the same location, or at least in the same time zone, then no time zone configuration is required. All time zones on the user client PC machines Aras Innovator and the Aras Innovator servers must match to use the Local Time Zone. This is the default mode defined after installation of Aras Innovator and is fine for test and development environment, but often does not work for production environments.

Use of the Program Management solution, however, requires that the CorporateTimeZone variable be specified.

5.1.2 Corporate Time Zone

If your users access Aras Innovator from multiple time zones, you should configure Aras Innovator to have one corporate time zone that the Innovator Server can reference. This time zone is used for calculating things like when Project Activities become active.

Setting the Corporate Time Zone should be done before users begin to work with the system in production. If it is done after users have begun to use the system, you have to get all users to log out of the system before enabling the Corporate Time Zone.

To set the Corporate Time Zone, use the following steps:

1. Log into Aras Innovator as an administrator
2. From the TOC, select **Administration --> Variables**
3. From the main toolbar, select **Create a New Item**.
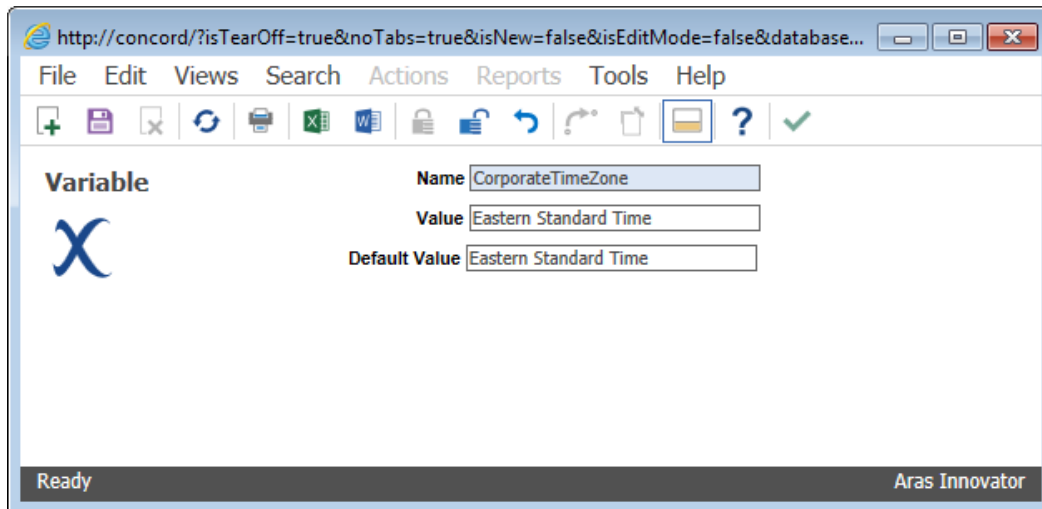
Figure 24.

4. Set the **Name** = CorporateTimeZone

5. Set the **Value** according to the registry key name of the required time zone.

    ```
    HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Time
    Zones
    ```

6. Set the **Default Value** to the value which the variable should default if **Value** field is empty.

7. Save, Unlock, and Close the Variable Item.

8. Log out of Aras Innovator.

9. Restart the World Wide Web Publishing service on the server running the Innovator Server tier of Aras Innovator.

The end result is shown in the main Aras Innovator window.

For users whose local time does not match the corporate time, the UI displays both the local time and the corporate time:
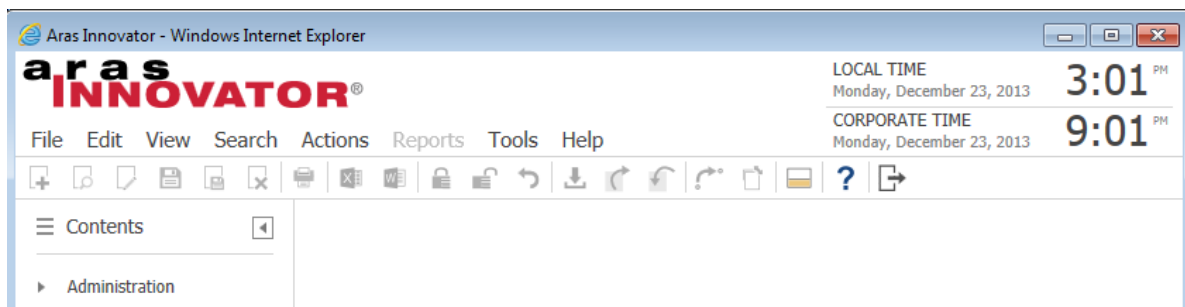
Figure 25.

For users who are have no difference between local time and corporate time, the Innovator displays only one time:
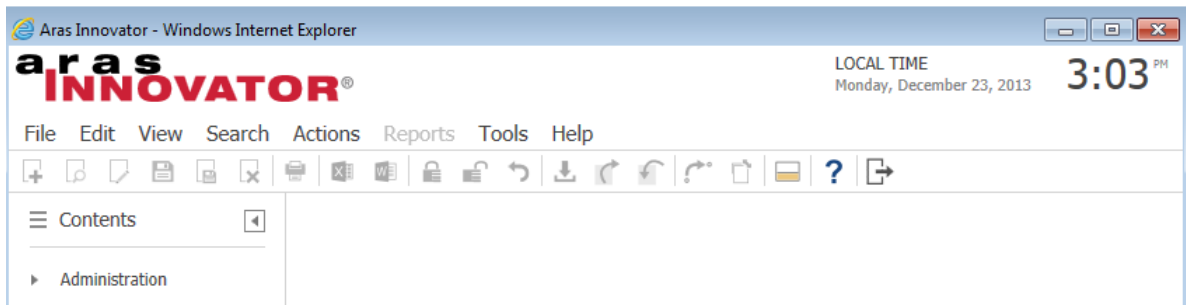
Figure 26.

The difference in time is established when the user first logs into Aras Innovator.

5.1.3 Update Time Zone Data

With the periodic changes to Time Zone information as well as Daylight Savings it is necessary that the time zone data within Aras Innovator be updated. Similar to Windows Updates, this new information is needed to be loaded into your system.

To update the time zone data for your instance, use the following steps:

1. Log into Aras Innovator as an administrator

2. From the menu bar, select **Actions --> Update Timezones Data**

    This saves the tzupdate.xml to your Working Directory.

3. Once the file is finished downloading, a File Dialog appears. Select the tzupdate.xml file that is downloaded.

4. Click **OK** when update has completed.

5.2 Client Caching Configuration

Aras Innovator can configure the behavior for caching temporary internet files in the Internet Explorer worker process running the Aras Innovator client. Specifically, the Innovator Server settings override the behavior of Internet Explorer when checking to see if a page you have previously viewed has a newer version. This ability is used to increase performance over wide area networks where latency is an issue, but can have an impact for all end users.

There are two parameters that can be used to control client session behavior:

1. **RequiredSyncMode5:**

    This setting controls how Internet Explorer checks for newer versions of pages. It is located in the InnovatorServerConfig.xml file in at the root of your installation (Example: C:\Program Files (x86)\Aras\Innovator\). This setting is part of the IEClient tag:

    ```
    <Innovator>
      <UI-Tailoring login_logo="...
      <IEClient RequiredSyncMode5="Automatically" />
      <operating_parameter key="debug_log_flag" value="false" />
    ```
    This parameter has 2 settings

    `EveryVisit` – Internet Explorer checks every time to see if a page you have viewed previously has a newer version.

    `Automatically` – Internet Explorer decides when to check to see if a page you have previously viewed has a newer version. **Recommended production setting.**

2. **filesRevision**:

This setting controls when the client machine has to refresh all Aras Innovator settings, used whenever there is an upgrade to the Innovator.

This setting is in the web.config file, in the …\Innovator\Client\ directory (Example: C:\Program Files (x86)\Aras\Innovator\Innovator\Client\). The setting is part of the chachingModule tag.

```
   </runtime>
   <cachingModule moduleEnabled="true" filesRevision="std" />
</configuration>
```

Every time a change is made to the static content on the server (html, images, etc.) you need to change this value from **std** to **2**, **3**, 4, etc. As with any change to production, Aras strongly suggests you notify users to log out of their current session while deploying the change.

Any changes made to the Aras Innovator installation require the following steps to ensure deployment to all users:

1. Deploy the change to the installed code tree on the server.
2. Edit the web.config file in the Client folder.
3. Set the appropriate filesRevision value:

```
      ...
    </runtime>
    <cachingModule moduleEnabled="true" filesRevision="2" />
</configuration>
```

4. Restart the w3svc service(IIS).

5.3 DB Connection

This section provides the fundamental data enabling the Aras Innovator server to connect to the Aras Innovator database. Use this section to manually create custom connections to existing databases.

Variable	Definition
id	Any alphanumeric name to be used to identify the database when using Innovator.
database	The name of the Aras Innovator database in SQL Server
server	The name of the server where the database is installed.
uid	The username to connect to the above database
pwd	The password for the username listed above database

Below is an example of a properly formatted DB Connection section of the InnovatorServerConfig.xml.

Microsoft SQL Server database

```
<DB-Connection
    id="Innovator"
    database="InnovatorSolutions"
    server="localhost"
    uid="innovator"
    pwd="innovator" />
```

Edit the InnovatorServerConfig.xml file located in root of the install directory.

C:\Program Files\Aras\Innovator

1. Id = Innovator → Name you wish to appear in the drop down list when accessing Innovator. If the id attribute is not present in the entry, then database name is used to identify the database when using Innovator. Select this name carefully, as it is also the name of the folder you vault files are stored in.

2. database = InnovatorSolutions→ name of the database you are connecting to

3. server = Localhost → the name of the SQL Server instance where the database installed

4. uid = innovator → The username to connect to the above database.

5. pwd = innovator → The password to connect to the above database

5.4 Customizing/Tailoring User Interface

If desired, edit the UI Tailoring section of the 'InnovatorServerConfig.xml'. This section of the InnovatorServerConfig.xml file allows the customer to modify the login screen, the main screen title bar, and the banner page (if any).

Variable	Definition
login_splash	The URL (relative to the Innovator home directory) to the image to be used on the Innovator login screen
branding_img	The URL (relative to the Innovator home directory) to the image to be used on the Innovator login screen
product_name	The title to be used on the main Innovator window title bar
banner_url	The URL (relative to the Innovator home directory) to the HTML page to be used as the Innovator banner.
banner_height	The height of the banner section of the main Innovator window, if no banner is desired, set this value to 0.
opener_focus_on_logout	If **false** then Aras Innovator does not try to give the opener window focus when the user logs out of Aras Innovator. – This defaults to **true**. If **false** then the /Client/scripts/default.aspx does not try to do a history.back() after it creates the logon pop-up window in which the /Client/scripts/innovator.aspx run.
window_history_back_before_login	By default, this is **true**. If **false** then the /Client/scripts/default.aspx does not try to do a history.back() after it creates the logon pop-up window in which the /Client/scripts/innovator.aspx run.

Below is an example of a properly formatted UI Tailoring section of the InnovatorServerConfig.xml file.

```
<UI-Tailoring
    login_splash="../images/aras-innovator.svg"
    branding_img="../images/aras-innovator.svg"
    product_name="Aras Innovator"
    banner_url="../scripts/banner.aspx"
    banner_height="50" />
```

5.5 Enabling the Debugging of Methods

Aras Innovator Methods are compiled before execution. The default behavior of Aras Innovator is not to generate these methods temporary files. If this setting is enabled, these files are stored in the file system in the \Innovator\Server\dll folder of the installation. Because the files are generated at runtime, the DLL files generated in this folder do not list the Aras Corporation company name or the Aras Innovator product name in file properties. Further, the DLL files generated in this folder at runtime do not have a digital signature.

To enable the generation of these files in the file system, you need to add the following tag to the InnovatorServerConfig.xml, found in the root of your installation folder.

```
<Innovator>
  <UI-Tailoring login_logo="...
  <IEClient RequiredSyncMode5="Never"/>
  <operating_parameter key="DebugServerMethod" value="true" />
  <operating_parameter key="debug_log_flag" value="false" />
```

To disable the use of this folder again, you simply need to change the value to false.

```
<Innovator>
  <UI-Tailoring login_logo="...
  <IEClient RequiredSyncMode5="Never" />
  <operating_parameter key="DebugServerMethod" value="false" />
  <operating_parameter key="debug_log_flag" value="false" />
```

Disabling the use of this folder has no negative effect on a production system.

5.6 Installing the Reporting Service

Aras Innovator uses integration with Microsoft SQL Server Reporting Service. This service must be installed and configured in order to run Aras Innovator reports. Refer to the *Aras Innovator - Microsoft Reporting Services Guide* for details on installing and configuring the service. This document can be found at http://www.aras.com/support/ or in the *Documentation* folder of the Aras Innovator CD Image.

5.7 Configuring Aras Innovator for Single Sign-On

The Aras Innovator Single Sign-On feature provides a mechanism for customers to take advantage of their existing user authentication scheme so that an Innovator login can be processed without the user entering an Innovator specific password. This new feature has been architected so that it can be easily configured to adapt to an Active Directory environment or, if the customer has another user authentication scheme, hooks have been included to integrate a non-standard method.

Refer to the *Aras Innovator – Windows Authentication* document. This document can be found in the *Documentation* folder of the CD Image and outlines configuring your Aras Innovator installation for user authentication.

5.8 Configuring the Aras Innovator Service

The Aras Innovator Service is a Windows executable program that runs as a Windows Service. It is used to automatically run Aras Innovator Methods on a periodic schedule, as specified in the *InnovatorServiceConfig.xml* file. A single running instance of the Aras Innovator Service can be configured to periodically connect to any number of Aras Innovator Servers and for each Aras Innovator

Server run any number of Methods. The standard Windows Event Viewer is used for logging of program status and error messages.

Refer to the *Aras Innovator - Service Instructions* document for information on configuring your Aras Innovator installation to use this service. This document can be found in the *Documentation* folder of the CD Image.

5.9 Configuring Custom Installations

When using the custom install option certain files must be configured to allow Aras Innovator components to work together.

1. The Aras Innovator Server must know where the database is installed. For the system where Aras Innovator Server is installed, follow the steps outlined in section 5.3 DB Connection.

   The Database must point to the designated vault location. To set up the vault:

   a. Log in as administrator.
   b. Expand the **Administration** Folder, select **File Handling**, and click **Vaults.**
   c. Select the 🔍 button from the top left of the vault browser window and select the **Default** vault that comes up
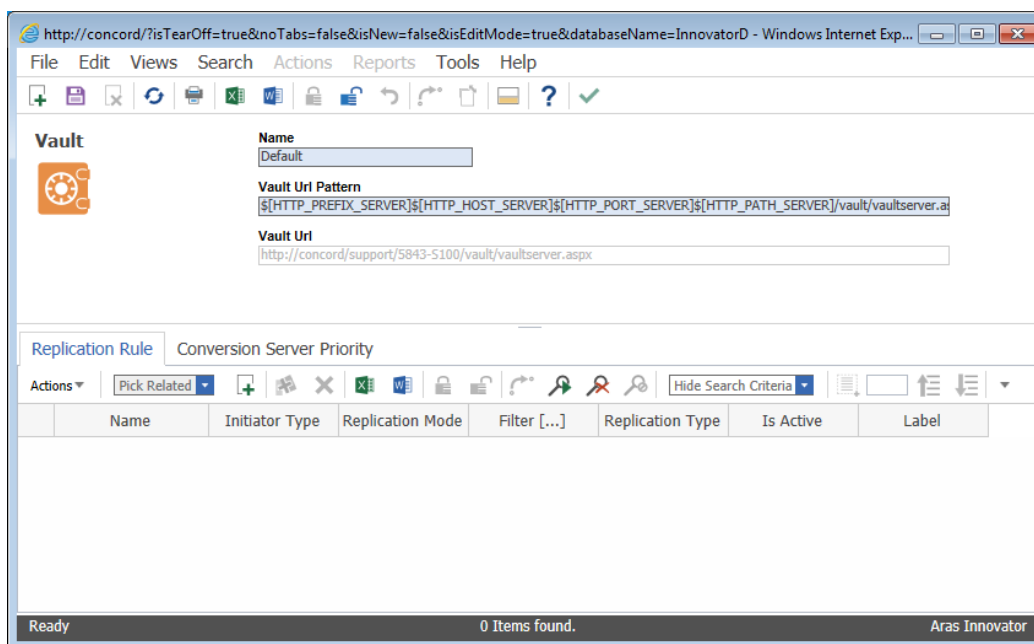   d. Right-click on **Default** vault, and select **Edit** from the context menu. The dialog below is displayed:

Figure 27.

   e. **Name** – Default (we are configuring the Default vault server)
   f. **Vault Url Pattern** – This is the IIS path to the VaultServer.aspx. By default, this path should be:
   ```
   $[HTTP_PREFIX_SERVER]$[HTTP_HOST_SERVER]$[HTTP_PORT_SERVER]$[HTTP_PA
   TH_SERVER]/vault/vaultserver.aspx
   ```

   > **Note**: If the Vault Sever is installed on a separate machine than the Innovator Server, then the web alias may need to be hard coded:
   > ```
   > http://<servername>/<web_alias>/vault/VaultServer.aspx
   > ```

    g. **Vault Url** – This field is updated automatically after the vault information is saved.

    h. Click the [icon] (save, unlock, and close button).

2. The Vault Server should have access to the Aras Innovator Server and Database Server – The vault server must know the location of the InnovatorServer.aspx. Here is how to configure it:

    a. Open the file VaultServerConfig.xml. This file should be located in the root of the installed directory for the Vault server, for example:

       C:\Program Files\Aras\Innovator\VaultServerConfig.xml

    b. Change the AppServerURL to point to the InnovatorServer.aspx. So,

```
<AppServerURL>$[HTTP_PREFIX_SERVER]$[HTTP_HOST_SERVER]$[HTTP_PORT_SE
RVER]$[HTTP_PATH_SERVER]/Server/innovatorserver.aspx</AppServerURL>
```

becomes:

```
<AppServerURL>http://<servername>/<web_alias>/Server/innovatorserver
.aspx</AppServerURL>
```

5.10 Configuring Alternate Vaults Installations

When using the custom install option certain files must be configured to allow Aras Innovator components to work together.

1. Run a custom installation to set up the new vault, which in this example, we call New.

    The Database must point to the designated vault location. To set up the vault:

    a. Log in as administrator.
    b. Expand the **Administration** Folder and Select **Vaults.**
    c. Click Create a New Item from the top left of the vault browser window. The dialog below is displayed.
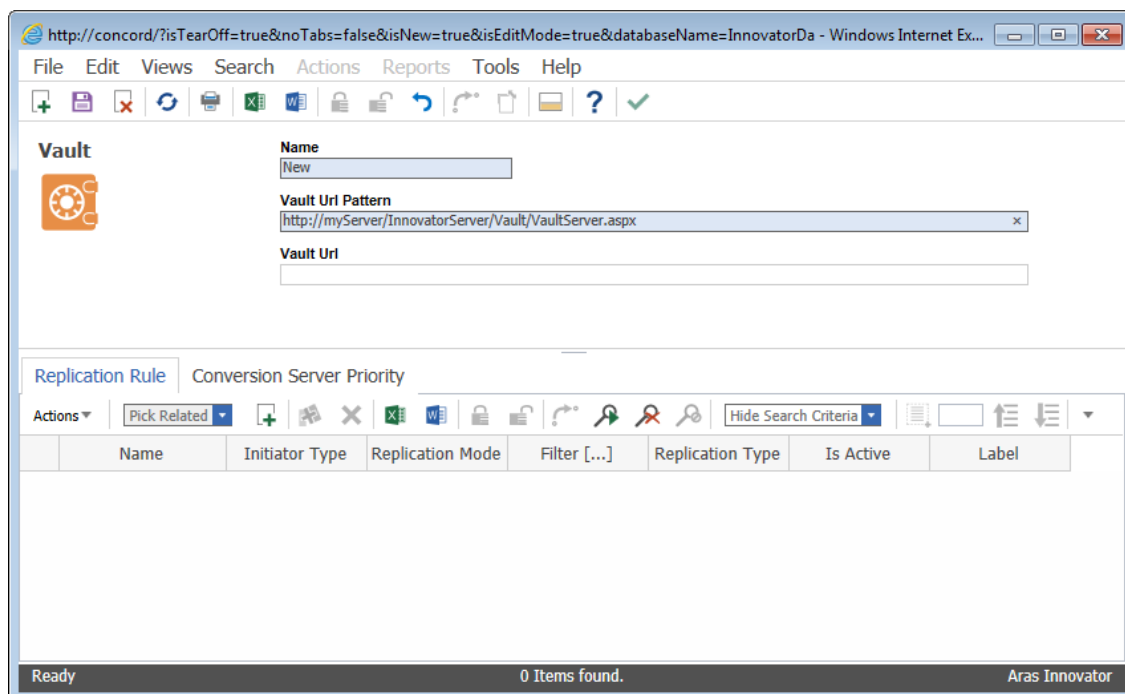

Figure 28.

d. Name – New (The name of the vault server we are configuring)
e. Vault Url Pattern – This is the IIS path to the VaultServer.aspx. Because this is not the default vault the URL should be hard coded:

```
http://<servername>/<web_alias>/vault/VaultServer.aspx
```

When a vault is installed stand-alone, the default web alias is:
```
http://<servername>/vault/VaultServer.aspx
```

f. Vault Url – Leave blank. It gets filled automatically after the new vault is saved.
g. Click the Save, unlock, and close button.

2. The Vault Server should have access to the Aras Innovator Server and Database Server, meaning that the vault server must know the location of the InnovatorServer.aspx. Here is how to configure it:

a. Open the file VaultServerConfig.aspx. This file should be located in the root of the installed directory for the Vault server, for example:
```
C:\Program Files\Aras\Innovator\VaultServerConfig.xml
```

b. Change the AppServerURL to point to the InnovatorServer.aspx. So,

```
<AppServerURL>$[HTTP_PREFIX_SERVER]$[HTTP_HOST_SERVER]$[HTTP_PORT_SE
RVER]$[HTTP_PATH_SERVER]/Server/innovatorserver.aspx</AppServerURL>
```

becomes:
```
<AppServerURL>http://<servername>/<web_alias>/Server/innovatorserver
.aspx</AppServerURL>
```

c. Change the vault name in the file, to the name of the server we are using, in this case 'New'.

```
<name>Default</name>
```

becomes:
```
<name>New</name>
```

5.11 Vault Configurations

This section details about Vault related configuration options such as configuring vault file upload size limit, fixing vault file upload error, configuring vault security, and other optional parameters.

5.11.1 Configuring Vault File Upload Size Limits

The size of a file that can be uploaded to Aras Innovator is determined by your IIS settings. To vault files larger than 500 Megs, you need to change a config file in the VaultServer.

1. Edit the file \VaultServer\web.config

2. Change the line

```
<httpRuntime maxRequestLength="500000"
```
To
```
<httpRuntime maxRequestLength="2097151"
```
This value controls the maximum file upload size to the vault. The change outlined here allows you to vault files up to 2 GB in size.

3. Add the following highlighted lines

```
<security>
<requestFiltering>
    <requestLimits maxAllowedContentLength="2147483648"/>
```

```
            </requestFiltering>
            </security>
        </system.webServer>
    </configuration>
```

The value highlighted in red allows you to vault files up to 2GB in size.

4. Restart IIS on the server.

5.11.2 Fixing Vault File Upload Error

An error may be displayed when uploading a file with a size greater than 30MB to the Vault in the browser (Internet Explorer or Firefox).

In Mozilla FireFox, the following error may be displayed:

Server returned invalid SOAP Message; details:

XML Parsing Error: syntax error Location: http://.../Client/X-salt=std_10.0.0.5843-X/scripts/Innovator.aspx Line Number 1, Column 1: The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

To resolve the issue in Internet Explorer or Firefox, execute all the steps listed in section 5.11.1 Configuring Vault File Upload Size Limits.

5.11.3 Configuring Vault Security

The vault security feature that restricts the accessing of files directly in the vault server without authentication and proper permission can be disabled through addition of the following flag in the VaultServerConfig.xml:

```
<?xml version="1.0" encoding="UTF-8"?>
<VaultServer>
.....<AppServerURL>http://localhost/$[HTTP_PATH_SERVER]/Server/
InnovatorServer.aspx</AppServerURL>
..<LocalPath>C:\Aras\Vault</LocalPath>
..<login_name>vadmin</login_name>
..<password>vadmin</password>
..<name>Default</name>
..<version>11.0</version>
..<enforce_user_credentials>0</enforce_user_credentials>
</VaultServer>
```

Setting enforce_user_credentials to 0 disables this feature.

Setting enforce_user_credentials to 1 leaves this feature enabled.

The default behavior is to have this security enabled and is recommended for production use.

5.11.4 Optional Vault Configuration Parameters

Some IIS setups can have problems with the chunk size when accessing files in the vault. If you are experiencing issues accessing large files in the vault, you may try the following setting in your VaultServerConfig.xml.

```
<?xml version="1.0" encoding="UTF-8"?>
<VaultServer>
..<AppServerURL>http://localhost/$[HTTP_PATH_SERVER]/Server/
InnovatorServer.aspx</AppServerURL>
..<LocalPath>C:\Aras\vault\</LocalPath>
..<login_name>vadmin</login_name>
..<name>Default</name>
..<password>vadmin</password>
```

```
<version>9.1</version>
<WriteFileMaxLength>4194304</WriteFileMaxLength>
</VaultServer>
```

The WriteFileMaxLength tag limits the size of the chunk size when transferring the file.

5.12 Installing Separate Conversion Servers

Conversion Servers are used to convert specific File Types into another file format. For example, the Aras CAD to PDF Converter converts CAD drawing files into its PDF files for use as viewable files on the CAD Document ItemType.

In a typical Aras Installation, the Conversion Server is recommended to be installed on a separate server. Installing a Conversion Server on the server that has Aras Innovator installed causes a significant performance impact.

Refer to the *Aras Innovator – Conversion Server Setup Guide* for information on installing and configuring a Conversion Server. This document can be found in the Documentation folder of the CD Image.

5.13 Installing the Agent Service

The Agent Service is a Windows Service designed to handle other add-on services such as Conversion Server and Vault Replication in a cluster environment. It works by actively listening to http/https requests from Aras Innovator Server on a dedicated port.

The Aras Agent Service may be installed on a different server than Aras Innovator Server. If installing on the same machine as Aras Innovator, you should run the `ChangeGUID.exe` file on the Installer as described in section 9.2 in order to avoid conflicts in current Aras Innovator installation. The Agent Service application should be installed to a separate physical directory.

Note: The following instructions assume that Agent Service is being installed on the same machine as Aras Innovator Server.

1. Locate the `ChangeGUID.exe` file

    This can be found in the Tools folder under the root directory of the existing Aras Innovator installation instance.
    This can also be found in the Utilities folder of the Aras Innovator CD Image.

2. Open a command prompt

3. Change directory to where the `ChangeGUID.exe` file is located

    a. Use 'C:\' as example.

4. Execute the file while specifying the full path to the installer

    a. ChangeGUID <path>\InnovatorSetup.msi
       Where <path> is the directory path to where the InnovatorSetup.msi is located.
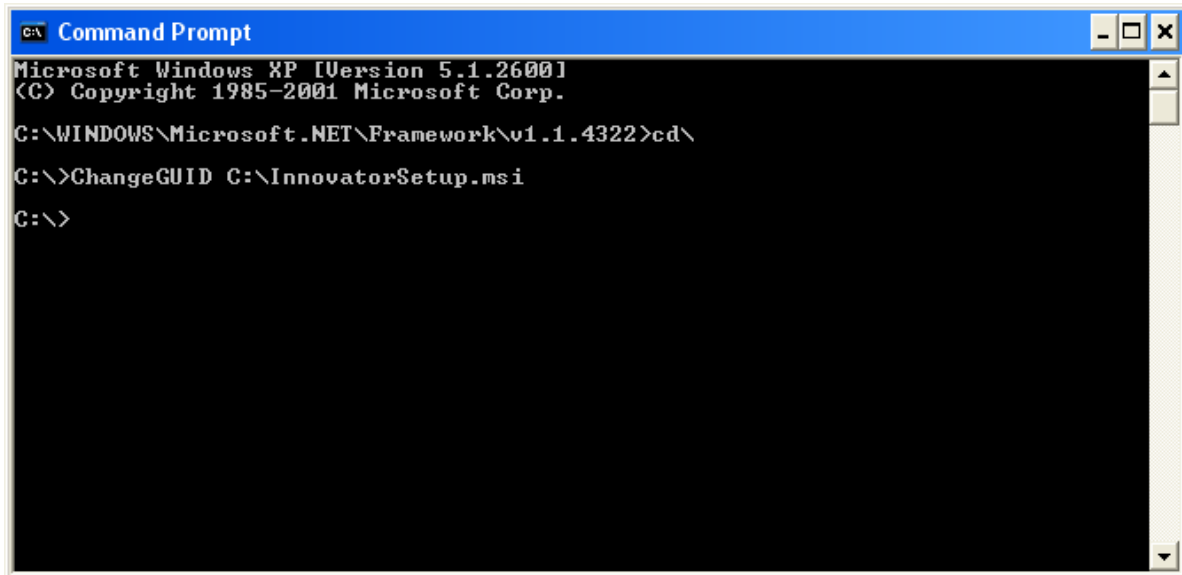

Figure 29.

5. Run the InnovatorSetup.msi file as before.

6. When prompted for installation directory, click **Change** and select a new directory like the following: C:\ProgramFiles (x86)\Aras\AgentService\
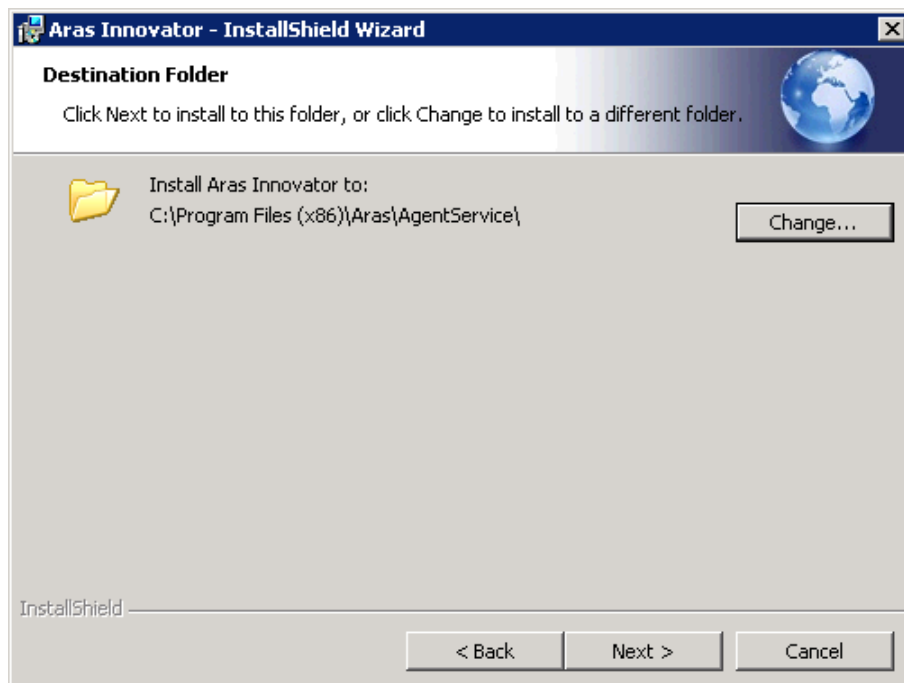

Figure 30.

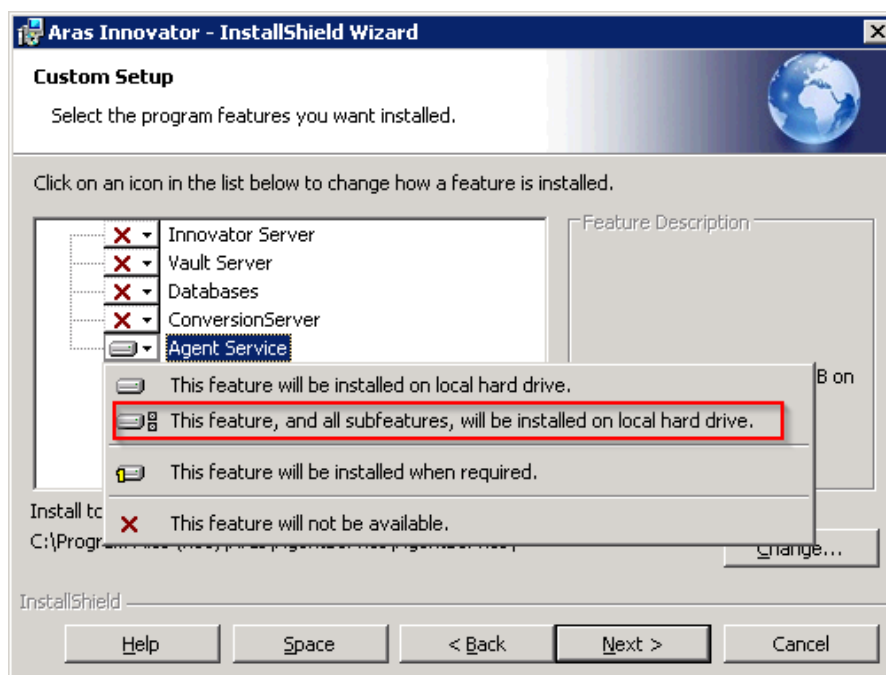7. When selecting setup, choose **Custom** and then select only the **Agent Service** to install.

Figure 31.

8. Specify the **host name**, **port number**, and **folder** like the following:
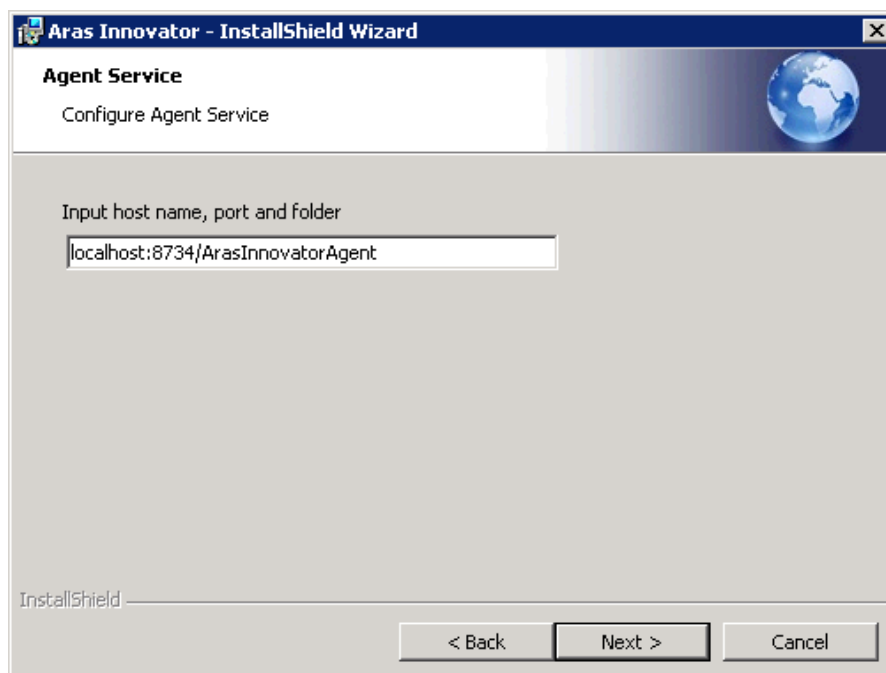   `<ServerName>`:`<PortNumber>`/`<FolderName>`

Figure 32.

9. Specify the connection URL for the Aras Innovator Server like the following:
   `<Protocol>`://`<ServerName>`/`<WebAlias>`/Server/InnovatorServer.aspx
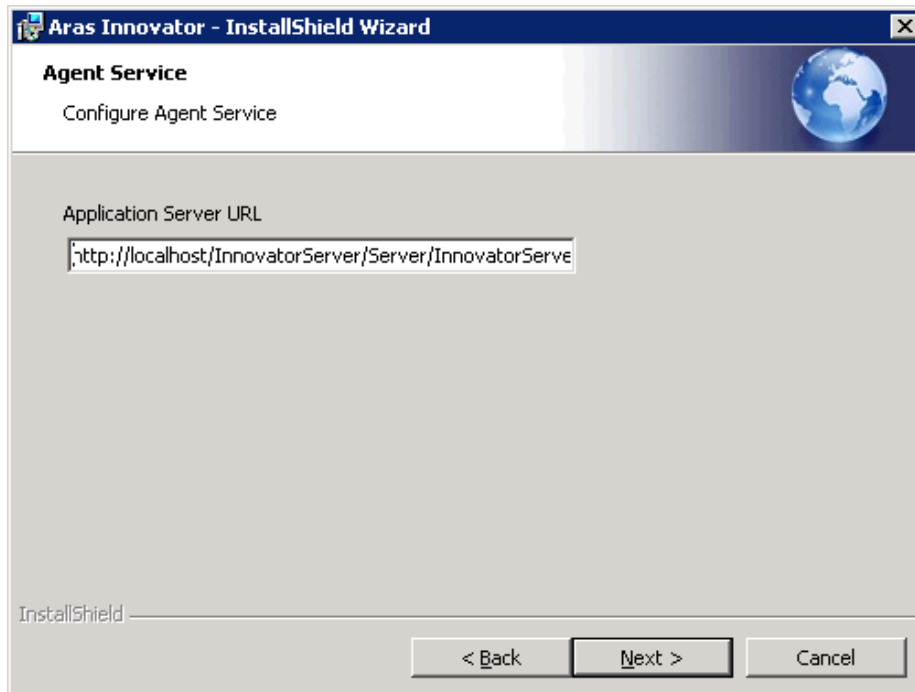
Figure 33.

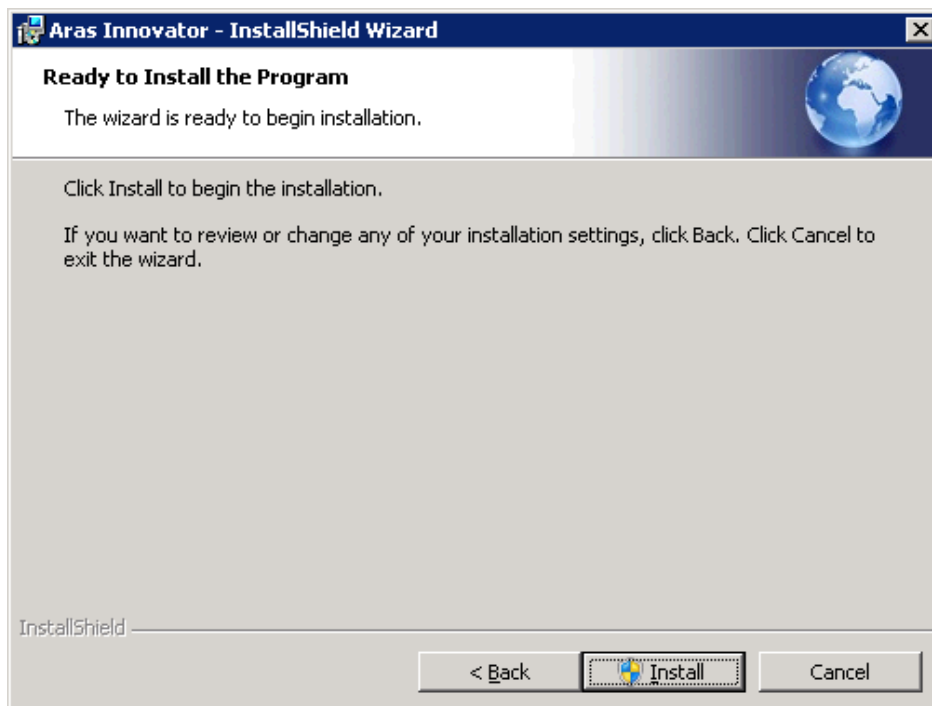10. Click **Install** to complete the installation.

Figure 34.

11. After the Agent Service is installed, go to the Aras Innovator Server installation and add a tag line into the **InnovatorServerConfig.xml** to specify the location of the Agent Service:

```
<AgentService
InnovatorToServiceAddress="http://localhost:8734/ArasInnovatorAgent"
ServiceToInnovatorAddress=""/>
```

The `ServiceToInnovatorAddress` attribute should only be specified if Agent Service is unable to make requests to Aras Innovator Server using the same URL as the end users. For example, it can be used if Agent Server cannot resolve the domain name for Aras Innovator Server, or if a proxy with a different TCP port is required.

5.14 Restarting the IIS Server After Configuration

It is recommended that you restart IIS (World Wide Web Publishing service) after any change to the InnovatorServerConfig.xml file in order to ensure the changes are enforced on client PC machines.

To Restart IIS:

1. From the Start menu select **Start --> Settings--> Control Panel --> Administrative Tools --> Services**.

2. Select the World Wide Web Publishing service.

3. Select **Action --> Restart** from the main menu.

6 Feature License

Some of the additional features and add-ons require a **Feature License** in order to run. For example, in order to run the Batch Loader or perform Vault Replication, you need a Feature License associated with an Aras Support Subscription.

The following standard features require a Feature License:

- Vault Replication

- Batch Loader

- Aras CAD to PDF Converter

Other Add-Ons can also require a Feature License, for instance:

- Aras Requirement Management Solution

- Aras Office Connector

- Aras EPDM Connector

To check what Feature Licenses exist in Aras Innovator:

1. Log into Innovator as an administrator.

2. From the TOC, select **Administration\Feature Licenses**.

3. If a feature license is found, check the expiration date to confirm that the license is still active.

6.1 Requesting a Feature License

In order to request a feature license, customers with an active Aras subscription can send an email to licenses@aras.com or to your account representative in the following format:

- Subject – <Feature Name> activation key required

- Body - Version of Innovator

You receive a reply containing the Feature License activation key.

6.2 Installing the License

Once you have the activation key, install the feature license as follows:

1. Log into Innovator as an administrator.

2. From the main menu toolbar select **Tools** >> **Admin** >> **Licenses** >> **Activate Feature**.
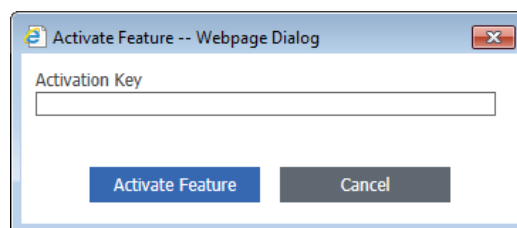

Figure 35.

3. Paste the acquired activation key and click **Activate Feature**.

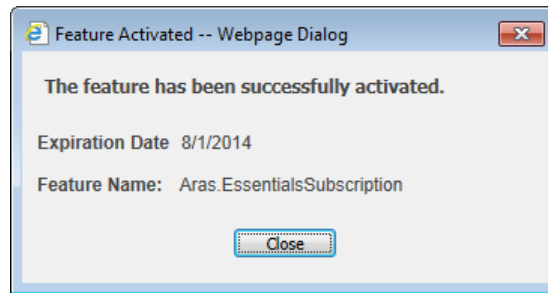A success message should pop up similar to the one shown below.

Figure 36.

7 Troubleshooting

7.1 HTTP Error 500.21 – Internal Server Error on Login

If when attempting to login into Aras Innovator you get a standard Internal Server Error:
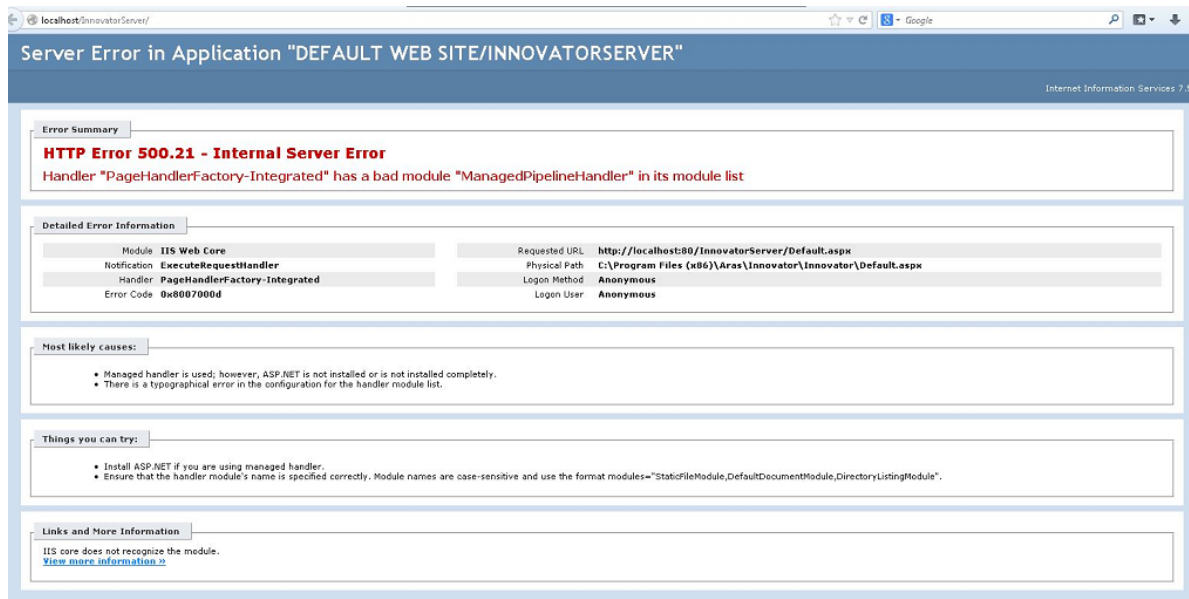

Figure 37.

The most common cause is that Microsoft .NET 4.0 is installed prior to IIS being enabled. Such a configuration results in the ASP.NET components for .NET 4.0 not being installed.

To resolve this issue, you need to install the ASP.NET components by running the following through the command prompt:

```
%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe –iru
```

7.2 HTTP 401 – Unauthorized Error after Successful Login

If after you have successfully logged into Aras Innovator, you receive a modal dialog that pops up with the text **Server Error in 'InnovatorServer/NotificationServer' Application…The remote server returned an error: (401) Unauthorized** there is most likely a missing component to your Internet Information Services (IIS) installation on your server.
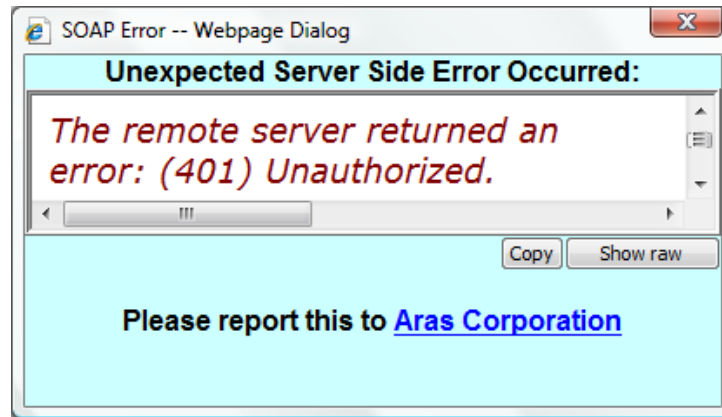
Figure 38.

The above modal dialog is subsequently followed by the next error:
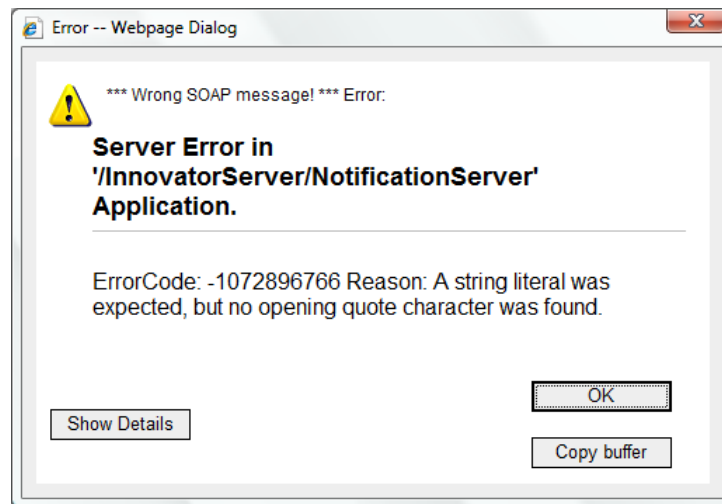

Figure 39.

This error most commonly occurs on Windows Server 2008 and Windows Server 2008 R2 installations. To resolve this error, you need to install the Windows Authentication Role Service to into IIS by using the following steps:

1. Open up **Control Panel --> Administrative Tools --> Server Manager**.

2. Right click on Web Server (IIS) under the Roles on the TOC and select **Add Role services**

3. Install the **Windows Authentication** role service located under Security
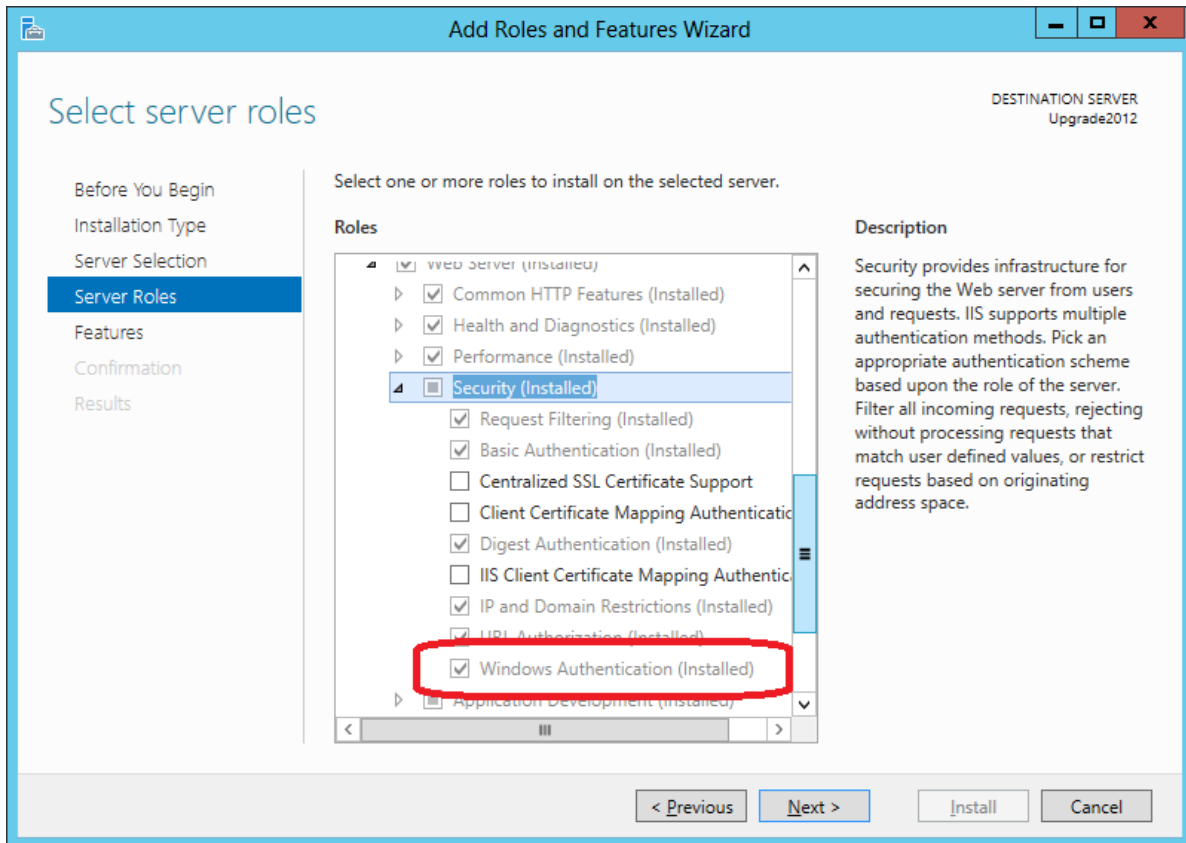
Figure 40.

After you have installed the new Role Service for IIS you may need to uninstall Aras Innovator and install again.

7.3 HTTP Error 404.0 - Not Found

When you log in to Aras Innovator and open any Item (for example, 'English' language Item), when attempting to open a tear off window, the following error is returned:
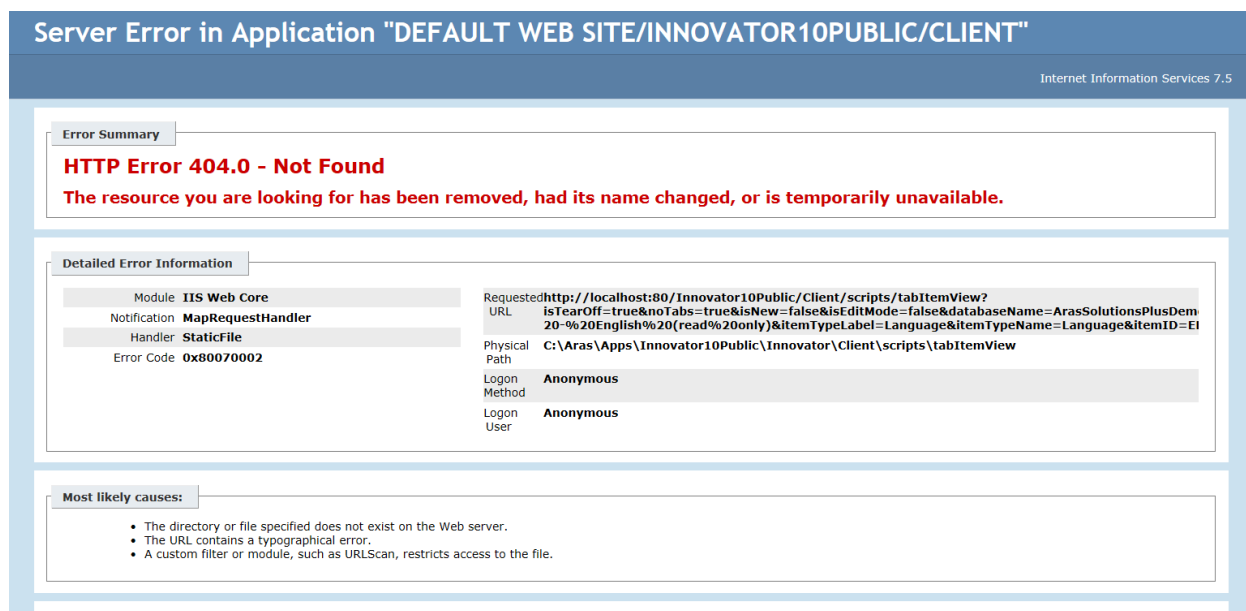
Figure 41.

The cause of the error is an inability of IIS to handle the extensionless URLs.

There are two common scenarios where this error occurs:

- When Aras Innovator is installed on Windows Server 2008.

  Windows Server 2008 is not a supported operating system. Ensure that you install Aras Innovator on a supported operating system to resolve the issue.

- When Aras Innovator is installed on Windows Server 2008 R2.

  In some cases, this error occurs when using Windows Server 2008 R2. To resolve the issue, you need to install an update from Microsoft available at the following URL: http://support.microsoft.com/kb/980368
  After you install the update, the requests for extensionless URLs are handled and the error is resolved.

7.4 Main Grid not Painting Columns or Headers

After you login into Aras Innovator Server the main grid would never paint columns or headers, however pages such as InBasket or relationshipTabs could work.

Attempt to open the Internet Explorer and you might see the following message: **XML Exception: Incorrect comments tag**

This is a client side problem and the root cause of it is that the wrong version of the XML parser is used (this could for example be caused by installing Visual Studio v6 with SP6, that changes the XML parser used by Innovator).

The solution for this is to un-install and then to re-install the XML parser.

7.5 Installing Aras Innovator to a Dedicated Microsoft Sharepoint Server

When installing Aras Innovator to a machine that was previously set up as a Microsoft Sharepoint Server, certain IIS setting managed by Microsoft Sharepoint can prevent Aras Innovator from loading. If you are experiencing problems with your Aras Innovator Installation on a dedicated Microsoft Sharepoint Server, you may try the following steps to solve the problem.
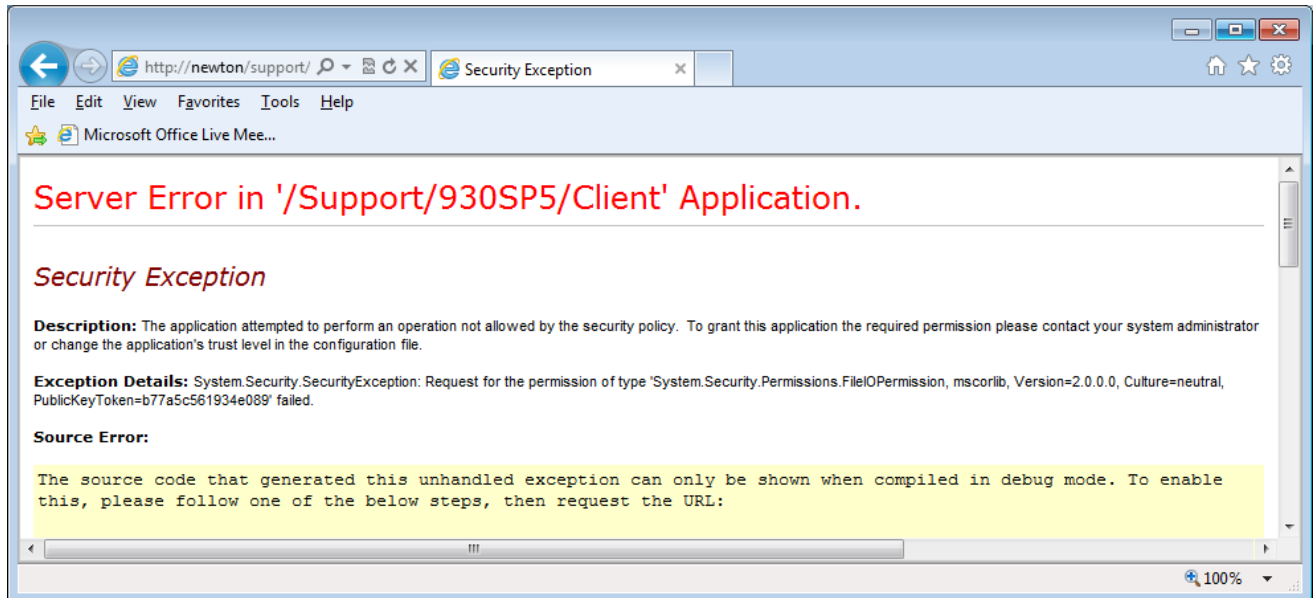

Figure 42.

1. In IIS management console set Execute Permissions to 'Scripts only' for InnovatorServer, InnovatorServer\Client and InnovatorServer\Server

2. Add partitionResolverType="" attribute on sessionState element in InnovatorServer\Server\web.config

3. Add enableSessionState="true" attribute on pages element in InnovatorServer\Server\web.config

4. Add <trust level="Full" /> inside system.web element in InnovatorServer\Server\web.config

5. Add <trust level="Full" /> inside system.web element in InnovatorServer\Client\web.config

6. Enable anonymous access for InnovatorServer\Client to allow .Net controls access resources. (Keep enabled Windows authentication for InnovatorServer\Server.)

7.6 Cookie Error Loading Login Screen

When installing Aras Innovator to a machine that contains an underscore in the server name or host name you may receive an error telling you cookies are disabled for your browser. This error is due a security patch released by Microsoft (http://support.microsoft.com/kb/316112/en-us) that blocks cookies when the host name does not contain only alphanumeric characters.
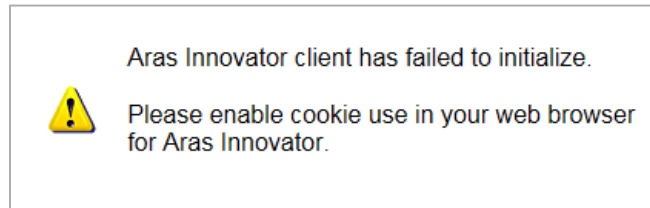

Figure 43.

To resolve the issue, it will be necessary to ensure the host name contains only alphanumeric characters.

8 Database Owner Configuration

Aras Innovator provides the option to create, populate existing, or configure existing databases in MS SQL Server. In order to allow continued upgrading of Innovator certain guidelines should be followed regarding the MS SQL Server users and logins used to access the Aras Innovator database.

- The "innovator" user must have access to the database.

   o   This user is created as part of a standard installation when using the create option.

   o   This must be configured manually when an installation uses populate or configure options.

- The 'innovator' user must have database owner privileges.

   o   This privilege is created as part of a standard installation when using the create option.

   o   This must be configured manually when an installation uses populate or configure options.

- The non-system database objects should be owned by the 'innovator' database user.

   o   Non-system objects are those not created by MS SQL in initial creation of the database in MS SQL

   o   All installed objects are created with this owner.

   o   All objects created by the Innovator Server are created with this owner.

- Logins used by the 'innovator' database user should not be the same as the MS SQL Server System Administrator (SA) login.

   o   The 'innovator' database user login should not match the 'SA' login

   o   The 'innovator' database user login should not match any other MS SQL Server Administrator login used in addition to the 'SA' login.

9 Running Installer Multiple Times

9.1 Complete Install the First Time

Innovator is designed to be installed, either as a whole or in components, to the same server multiple times. This means that every time the installer is run, it is treated as a new installation. Make sure you do not delete the installer from your hard drive when you are done with an installation. You must reuse the same installer to run the installation the next time.
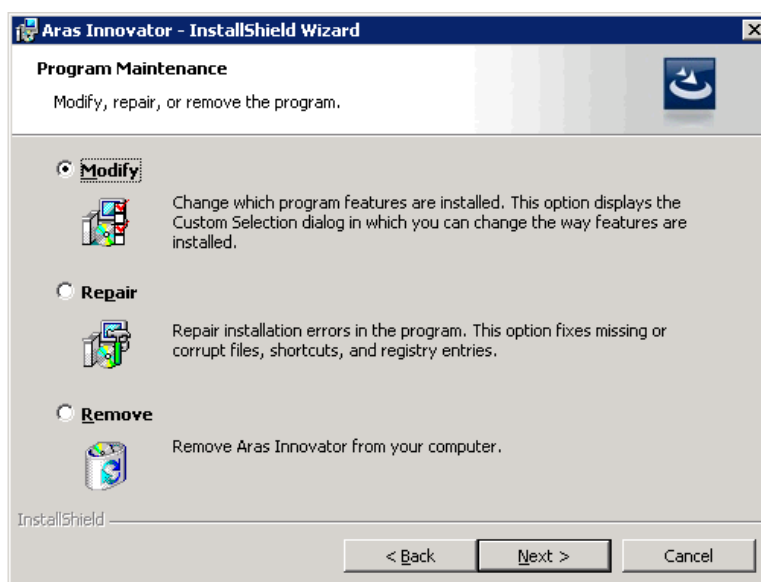
9.2 Modify, Repair, or Remove

Figure 44.

If you are seeing the screen above the installation is not being treated as a new installation. This usually indicates that you are trying to install the same version of Aras Innovator that was previously installed. You should use the copy of the installer that was run to install the existing version of Aras Innovator. If this copy of `InnovatorSetup.msi` is not available, use the following steps to enable the installer to run as new.

1. Download the installer to your hard drive.

2. Locate the `ChangeGUID.exe` file

    This can be found in the Tools folder under the root directory of the existing Aras Innovator installation instance.
    This can also be found in the Utilities folder of the Aras Innovator CD Image.

3. Open a command prompt

4. Change directory to where the `ChangeGUID.exe` file is located

    a. Use 'C:\' as my example.

5. Execute the file while specifying the full path to the installer

    a. ChangeGUID <path>\InnovatorSetup.msi
       Where <path> is the directory path to where the InnovatorSetup.msi is located.


```
Command Prompt

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322>cd\

C:\>ChangeGUID C:\InnovatorSetup.msi

C:\>
```
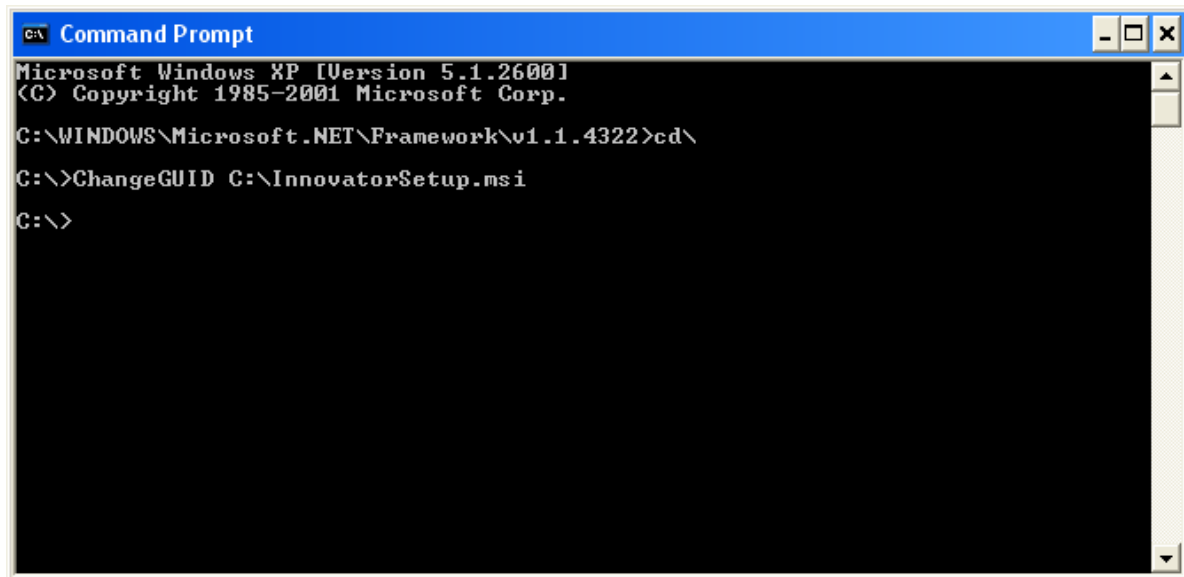
Figure 45.

10 Uninstalling Aras Innovator Server

10.1 Locating the Uninstaller

1. From the **Start Menu**, go to the **Control Panel**.
2. Select **Programs and Features**.
3. From the list, select **Aras Innovator**

Note:	If more there is more than one installation make sure you are in the details view.

   a. Right click the details grid and select 'more…' and make sure 'Comments' and 'Version' are checked off.
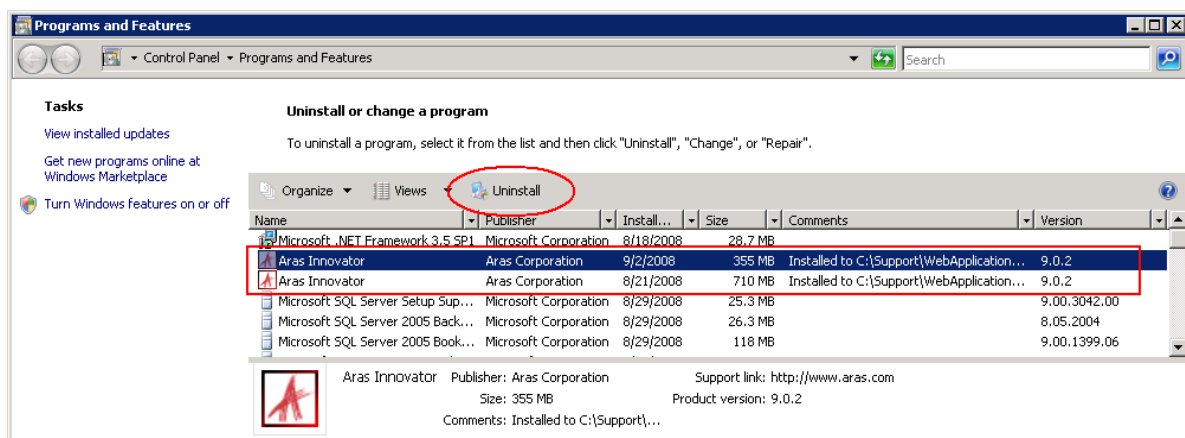

Figure 46.

   b. Under the 'Comments' and 'Version' section dialogue should tell you the install path and the version of Aras Innovator respectively (boxed in red above)
4. Click **Uninstall** to begin the uninstallation process.

10.2 Uninstalling

When Uninstaller starts, the screen shown in the below figure is displayed.
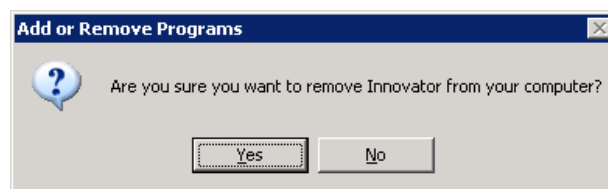

Figure 47.

1. Click **Yes** to proceed with the uninstallation process.
2. Click **No** to exit the Uninstaller.

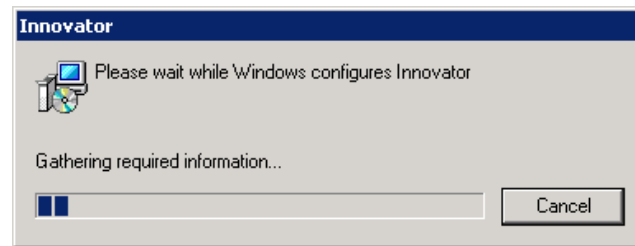The status of the Uninstallation process is displayed on the screen.

Figure 48.

3. Click **Cancel** to exit the Uninstaller.

When Uninstallation is complete, Aras Innovator is fully removed from your machine.