ApplicationXtender - Version 7 Installation - Banner Instance (SFAS, Admissions Staff)

This document contains instructions to install and configure the desktop client for ApplicationXtender 7.0 and bring it up to the latest available patch level.

Technical Support should first be performed through the tiered structure.
If tier 2 is unable to find a solution, technical escalations can go to:

- http://www.yale.edu/sfas/support/
- sfas.system.services@yale.edu

Functional Support issues can be directed to SIS Support:

- http://www.yale.edu/sfas/support/
- sfas.system.services@yale.edu

Step-by-step guide

These instructions can be used on and after 10/05/2016
This process takes approximately 1 hour to complete.
These instructions assume an existing installation of ApplicationXtender 6.5 needs to be removed.
- If this is a new install, on a computer which has BrioQry installed, start at step 9.
- If you are performing a new install on a computer which does not have BrioQry, start at step 11.

1. Uninstall ApplicationXtender Version 6.x from Control Panel > All Control Panel Items > Programs and Features
2. Right-click ApplicationXtender Desktop 6.x and select Change
3. Welcome to ApplicationXtender Desktop 6.5
   (Image)

4. Click Next

5. Choose Change Type: Remove
   (Image)

6. Click Next. If you receive an error after this step, indicating:
   "Error 1722. There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor. Action WMIUnregister, location: C:\Program Files (x86)\XtenderSolutions\Content Management\delWMiclass.exe, command: AxIndexServer" Take the following actions, then proceed with step 7.

   i. Open command prompt as an Administrator.
   ii. Change the directory to Content Management folder where ApplicationXtender is installed, likely: C:\Program Files (x86)\XtenderSolutions\Content Management
      Example: cd "C:\Program Files (x86)\XtenderSolutions\Content Management"
   iii. Type: mofcomp AX.mof
   iv. Hit Enter.
   v. Restart -> Uninstall
7. **Removal Complete**

8. Click Finish

9. Back at Control Panel > All Control Panel Items > Programs and Features, if Banner Document Management Suite INB-AX Bridge is present, right-click it and select Uninstall.

10. Back at Control Panel > All Control Panel Items > Programs and Features, uninstall Oracle11gR2 IR Client.

11. Verify that .NET Framework 4.0 or higher is installed. You can do so from Control Panel > All Control Panel Items > Programs and Features or Add/Remove Windows Features. (Windows 8, 8.1, and 10 comes with .NET Framework 4.x)

12. Reboot the computer.

13. Copy folder “AX70_collab” from \polaris\software\ApplicationXtender_Banner\ to <C:\Program Files (x86)\Common Files\BigFix Shared> on the destination computer.

14. Run INBAXBridgeSetup.exe from C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\AppX 7.X Install\1__BDMINBAXBRIDGE_7.0.260

15. Click Next
16. Customer Information
   User Name: SFAS
   Organization: Yale University

17. Click Next
18. Destination Folder: Default

19. Click Next
20. Ready to Install the Program

21. Click Install
22. **InstallShield Wizard Completed**

![InstallShield Wizard Completed]

23. Click Finish

24. Run Setup.exe from the following location on the destination computer:
   C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\Oracle12C_Installation\ODTwithODAC121024

25. **Select Product Languages: Default**

![Select Product Languages]

26. Click Next

27. **Specify Oracle Home User: Default**

![Specify Oracle Home User]

28. Click Next
29. Specify Installation Location:
   Oracle base: C:\oracle
   Software location: C:\oracle\product\12.1.0\client_1

30. Click Next
31. Available Product Components: Under Component Name Select the following

32. Click Next
33. ODP.NET (Oracle Data Provider for .NET): Default
34. Click Next

35. Click Next

36. Summary:

37. Click Install

38. Finish by clicking Close

39. From C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\Oracle12C_Installation\ copy the "Admin" folder to "C:\oracle\product\12.1.0\client_1\Network" and replace the files.

40. From C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\Oracle12C_Installation\ copy the "Brio" to "C:\Oracle"

41. From C:\Oracle\Brio folder copy the bqformat_ev.ini to C:\Windows

42. Create taskbar shortcut to Brio.exe. From C:\Oracle\Brio, drag brioqry.exe to the taskbar.

43. Run Brio to test connection if desired. Some ApplicationXtender users will not use Brio.

44. Run Setup.exe from the following location:
C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\AppX 7.X Install\2__Desktop-7.0.260-32bit

45. NOTE: Prerequisite software such as Microsoft Redistributable C++ 2008 may be installed at this point. Follow on screen prompts to complete prerequisite software install.
46. You might encounter a message indicating an unsupported database. Click OK. We'll replace the DB later.

47. Click Next

48. Accept the License Agreement

49. Click Next
50. User Name and Organization:
User Name: SFAS
Organization: Yale University

51. Click Next

52. Use Default Installation Folder

53. Click Next

54. Setup Type: select Custom

55. Click Next
56. Custom Setup: select “Document Manager” and “This feature, and all sub features...”

57. Click Next

58. Ready to Install

59. Click Next

60. Installation Complete

61. Click Finish

62. Run ApplicationXtender Desktop.exe from C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\AppX 7.X Install\3__SP1-7.0.1055-32bit
63. Welcome to the patch for ApplicationXtender Desktop 7.0

64. Click Update

65. Installation Complete

66. Click Finish

67. Run ApplicationXtender Desktop.exe from C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\AppX 7.X Install\4__SP1_update-7.0.1068-32bit

68. Welcome to the patch for ApplicationXtender Desktop 7.0

69. Click Update
70. Installation Complete

![Installation Complete Screen]

*The setup wizard has successfully installed ApplicationXtender Desktop 7.0. Click finish to exit the wizard.*

71. Click Finish

72. Launch Document Manager: Start>All Programs/ApplicationXtender Desktop>Document Manager

![Windows Start Menu with Document Manager Highlighted]
73. Navigate to: C:\Program Files (x86)\Common Files\BigFix Shared\AX70_collab\AppX 7.X Install
Select BAN1.AXS

74. Click Open.
75. A log on window will appear. If the user is logged on to his or her account, he or she may enter banner credentials. If you are performing this configuration from the somadmin local administrative account, click Cancel. The configuration will remain for all users on the workstation.
   *If the credentials are rejected, have the user go to banner in a web browser and change his or her password, then try again.

76. If the user was not present at the time of completion, be sure to follow up and ensure he or she can view and page through a document.

Troubleshooting Steps:

When you attempt to install .NET Framework 3.5 or any other optional feature using “Windows Features” (optionalfeatures.exe) dialog or using DISM command-line, error 0x800f0954 may popup.
After enabling .NET Framework 3.5 and clicking OK, the following error may appear:

Windows couldn't complete the requested changes.
The changes couldn't be completed. Please reboot your computer and try again.
Error code: 0x800F0954
The same error may occur when attempting to install additional speech recognition or supplemental fonts using Optional features in the Settings page or using DISM command-line. For instance, you run the following command to install .NET Framework 3.5 from an elevated or administrator Command Prompt.

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All
```

After pressing ENTER, here is the full error message you might see:

`Deployment Image Servicing and Management tool
Version: 10.0.16299.15
Image Version: 10.0.16299.192
Enabling feature(s)
[==========================100.0%==========================]
Error: 0x800f0954
DISM failed. No operation was performed.
For more information, review the log file.
The DISM log file can be found at C:\Windows\Logs\DISM\dism.log

[Fix] Error 0x800F0954 Installing .NET Framework 3.5 or Any Optional Feature

To fix the problem, temporarily bypass WSUS server using the following registry edit (requires administrator privileges).

Right-click Start, and click Run
Type regedit.exe and click OK
Go to the following registry key:
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\WindowsUpdate\AU
In the right-pane, if the value named UseWUServer exists, set its data to 0
Exit the Registry Editor

You can enable the .NET Framework 3.5 through the Windows Control Panel. This option requires an Internet connection.

Press the Windows key Windows logo on your keyboard, type "Windows Features", and press Enter. The Turn Windows features on or off dialog box appears.

Select the .NET Framework 3.5 (includes .NET 2.0 and 3.0) check box, select OK, and reboot your computer if prompted.
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