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Docentric Server Installation and Maintenance Guide

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# Hardware and Software Requirements

## Hardware requirements

|  |  |
| --- | --- |
| Minimum and recommended hardware requirements | |
| Processor, CPU cores | Intel Pentium/Celeron family or compatible Pentium III Xeon or higher processor. We recommend a processor speed of 2.0 GHz or faster. |
| RAM | Minimum: 2 GB  Recommended: 4 GB |
| HDD | Min 500 MB, recommended 1 GB (for logging purposes) |

* 1. Software Requirements
* Windows Server 2012 R2 (min. Essentials edition)
* IIS Web Server 5.0 + (with ASP.NET and WCF enabled)
* .NET Framework 4.5

# Deployment

## Deployment of the Web Service

### Create the application folder with the required structure

Copy all the files and folders necessary to a location on the production server that will be running the ***Docentric Server*** web service (e.g. **C:\Inetpub\wwwroot\DocentricServer**).

The structure looks like this:

* FOLDER App\_Data
* FOLDER bin
  + FILE Docentric.Ax.Licensing.dll
  + FILE Docentric.Ax.WebService.dll
  + FILE Docentric.Documents.ObjectModel.dll
  + FILE Docentric.Documents.Reporting.dll
  + FILE Docentric.Drawing.dll
  + FILE Docentric.Pdf.dll
  + FILE Docentric.Shared.dll
  + FILE Docentric.OpenXml.dll
  + FILE Elmah.dll
* FILE Global.asax
* FILE Web.config

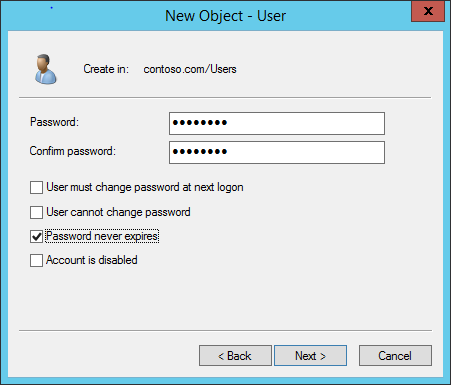
IMPORTANT: In order for the worker process be able to write log and trace files to disk, the account that the process runs under needs to have WRITE permissions for the **App\_Data** folder. This can be done by adding the WRITE permission for **IIS\_IUSRS** the user group for the **App\_Data** folder.

### Create a new user

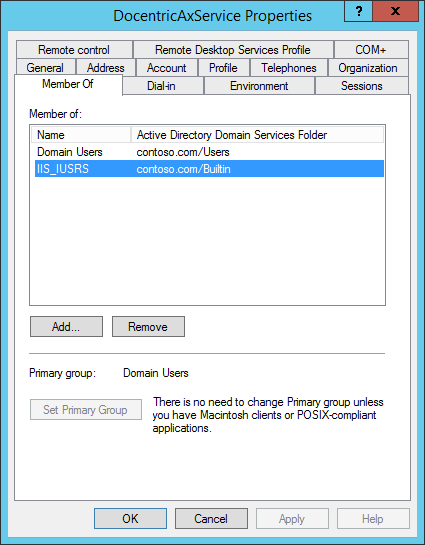
In order to enable printing via **Docentric Server**, the service process needs to run under a **user account**. You need to create a **dedicated user account** instead of a built-in system account or IIS identity.

Consult your system administrator or createa new user account. You can follow steps in this tutorial <https://technet.microsoft.com/en-us/library/cc732336(v=ws.11).aspx>.

Note: Set the **Password never expires** checkbox to active (the **User must change password at next logon** option will be automatically unchecked).



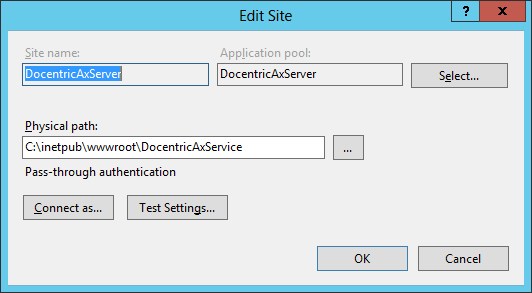
Add the created user account to the built-in group **IIS\_IUSRS**.



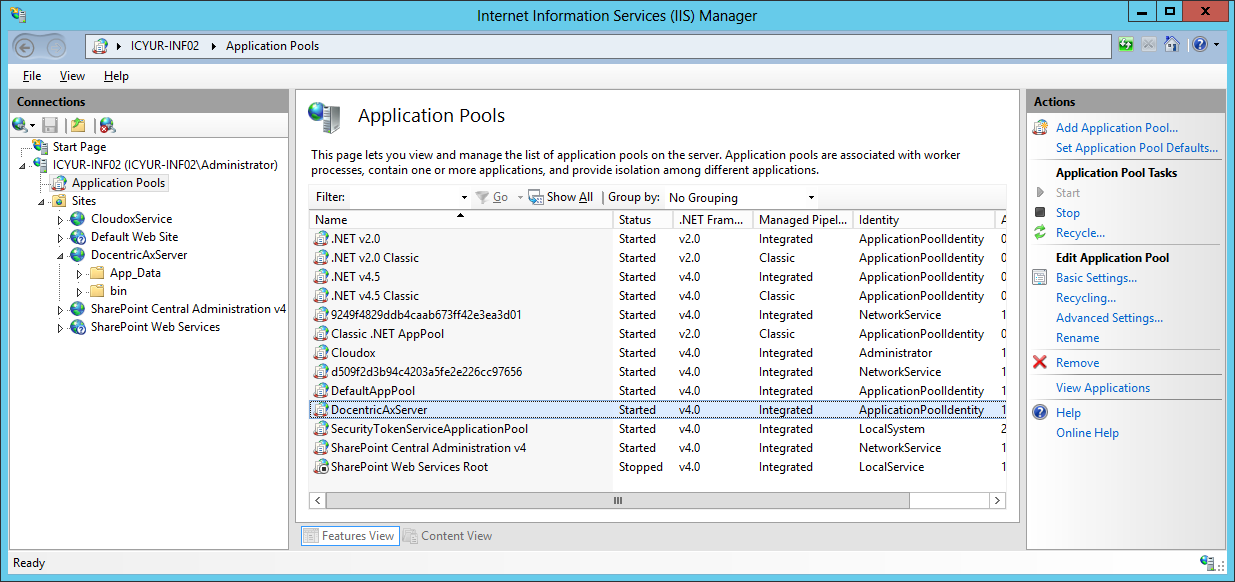
In the next step you will create a new web site. When finished you will set your newly created user (e.g. **DocentricAxService**) as **Identity** for the application pool of your newly created web site.

### Create a new Web Site

Create a **Web Site** on the IIS Web Server. Set physical path pointing to the location where the application file structure resides. It is recommended that a dedicated **Application Pool** is created for this web site/application (a new application pool is created by default for a new web site automatically).



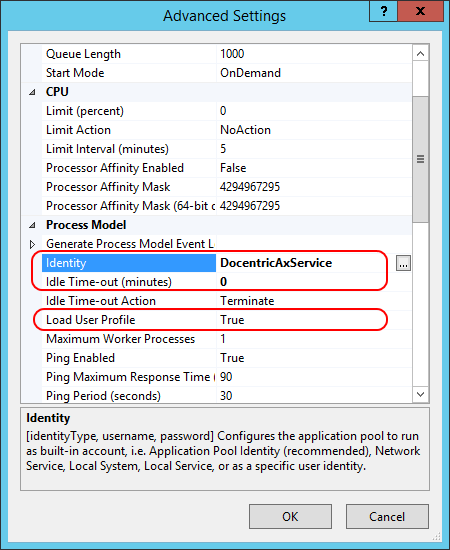
Application pool needs to be configured to run on **.NET CLR version 4.0** and the value for **Managed Pipeline** needs to be set to **Integrated**.



By default, a worker process running an application terminates after being idle for a period of time. A startup of a web application/service usually takes some time. In order to avoid the process being suspended for being idle, set the **Idle** **Time-out** setting to **0** (which means never).

Set the **Identity** property of the new application pool to previously created user account (e.g. the **DocentricAxService** account).

Also, check if the **Load User Profile** property is set to **True** (this is the default value). If this property is set to **False**, printing of the AX reports via **Docentric Server** will not work.



# Applying Updates

In order to apply/deploy any fixes is as simple as copy-paste new version files over the old ones in the application folder (e.g. **C:\Inetpub\wwwroot\DocentricServer**) on the disk. There is no need to perform an additional action (restarting the web application or IIS server). The IIS web server will automatically restart the web service application.

# Diagnostics

The web service implements **Error Logging** as well as **Tracing**.

## Error logging

**Error logging** is implemented by using **Elmah** framework. Any unhandled exception that occurs during a service operation processing gets logged to the folder specified in the **Elmah** section in the Web.config file. In order to perform a clean-up, the files can always be deleted, including the folder itself (it gets automatically recreated).

The **error logs** can be accessed and viewed with the user interface that is integrated in the web service itself and can be accessed:

<http://[Address]:[Port]/elmah.axd>

## Failed document generation dumps

The **Docentric Server** web application creates a folder inside the /App\_Data/FailedDocumentGenerations folder containing several files each time an error occurs. The created files are the following:

* Template document used for the report/document generation.
* Docentric Data Source Package (.ddsp) file used for the report/document generation.
* Exception information including the exception message and the stack trace.