
Installation Guide

Configuring Vista HeadOffice V3R1

Version: V3R1



Vista Entertainment Solutions Ltd.

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About Vista

Vista Entertainment Solutions develops software for the Cinema Exhibition industry. The Vista software system consists of a number of integrated products that cover almost all aspects of managing and operating cinemas. The product line is scalable so as to be suitable to exhibitors who run from one cinema to hundreds of cinemas.

The Vista Point of Sale and Vista BackOffice (base Vista) provide all Cinemas level function for Box Office and Concessions. At least one installation of Base Vista is required for all Vista customers. All other modules are optional.

The optional modules are:

- **Web Ticketing** - a customisable system that enables ticket sales on the Internet along with display of show times and movie information.
- **IVR Ticketing System**- an automated touchtone phone booking system.
- **Vista Kiosk** - a customisable ATM ticketing system that features touch screen and state of the art multimedia technology for remote ticket sales either on or off-site.
- **Call Center** - provides a central web based application for booking and selling seats across a circuit of cinemas.
- **MobilePOS** - utilises a Pocket PC based PDA's to sell tickets and concessions while connected to the Vista system via a wireless network.
- **Vista Signs** - manages configured animated messages on cinema signs including LED, TV Monitors and Plasma.
- **Vista Projection** - controls the export of cinema show-time schedules to automated projection systems.
- **Vista Air Conditioning** - provides an interface between base Vista and the air conditioning system to regulate air circulation and temperature depending on head count information stored in the Vista database.
- **HeadOffice** - provides central maintenance of key cinema data, uploading of cinema performance data to HeadOffice, a film settlements system and a business intelligence system for analysing circuit wide performance.
- **CashDesk** - a companion product for Vista BackOffice for cinemas that wish to have higher levels of cash and treasury control within the cinema.
- **Employee Scheduling** - provides a graphical employee roster system at cinema locations, along with a HeadOffice module that consolidates all roster information.
- **Film Programming and Scheduling** - a companion product to HeadOffice. It is a system for planning and booking films across a circuit from a central location. The booking system generates best fit schedules to download to the cinema.
- **Voucher Management** - a companion product to Vista HeadOffice that controls the ordering, stocking, transfer, and redemption of coupons, vouchers and passes.
- **Loyalty** - a customer relation management program for the creation, maintenance and evaluation of loyalty programs.

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Using This Guide

This guide is for anyone who needs to setup and configure Vista HeadOffice for general operation.

This guide includes a detailed explanation of:

- HeadOffice Server and Client configuration
- HeadOffice Audit configuration
- InfoWorks configuration
- Job Scheduler configuration

Before completing the steps in this guide, you should have reviewed and completed:

- 1** Installation of SQL Server (see the 'Installing SQL Server' Guide)
- 2** Installation of Vista Version 3 (see the 'Installing Vista Version 3' Guide)

Now use this guide to configure your Vista HeadOffice application.

CHAPTER 1

Configuring the HeadOffice Server

Username & Passwords

System Administrator User

When Vista is installed for the first time, the following system administrator user will already exist. Please make sure you change this password as soon as possible:

- User name: sysadmin
- Password: sysadmin

Domain Users

The standard Vista username and password conventions are outlined below. Please note the use of upper and lowercase characters in both the username and password - this is deliberate to make the application more secure. Tests run recently showed any password that was just a word in either all uppercase or all lowercase could be cracked within 30 seconds. Adding a number made it much harder and using varied upper and lowercase meant it would take days to crack. This is very important for usernames that have Administrator rights and those with dial-up rights. The following usernames/passwords are setup on the fileserver (Note: the passwords shown below are recommendations for small cinema chains only).

User Id	Password	Dial In Allowed	Comment
VISTA	VISTA	No	
Administrator	Ele64Blu	No	This user id is used by the Vista software to access Windows NT/2000 AS and the VISTAHO database. Note the mix of uppercase/lower case in "Ele" and "Blu". This combined with a number, make it difficult to be broken into by security breaking programs.
VES	Kiw64Gol	Yes	This is the user name used by Vista Entertainment Solutions Ltd Support Staff to provide software support. This user id will have administrator rights. Note the uppercase/lowercase of "Kiw" and "Gol".
SQLExecutive	SQLExecutive01	No	This user id is used by SQL Executive. The password should never be changed, else SQL Backups and other tasks will fail.
(e.g.) Infinity	{Password of your choice}	Yes	This is the username for a local computer support company (if it exists). In this example, a company called "Infinity Solutions Ltd" looks after the example cinema chain called Vista Cinemas. This user id will have administrator rights.

Prerequisites

When running Setup Client, typical programs to install are:

- Headoffice*
- HoAudit

Comment: * means that it is not normally run on this computer, but install in case Vista need to connect to your system to investigate a problem (as the only remote access typically involves the cinema server).

Operating System Checks:

Make sure the Windows regional settings are correct for your country. Things to check are:

- Date Settings are correct
- Time settings are correct
- Set the date/time correctly
- As long as the Date/Time automatically aligns with another Server, do not set for daylight savings
- Correct country selected
- Currency settings are correct

Site Specific Customisation

Setup the site specific sections of Vista

Note: D:\Vista refers to the Vista Share created in the Installing Vista Version 3 document.

Step 1 - Configure the Vista Data INI files

- Browse to D:\VistaInstall\Applib\COMMONBASE\3.00\Config and copy the file Sample_visDBEngine.ini and paste it in the same folder. Then rename the copied version to visDBEngine.ini.

Step 2 - Copy the Vista SQL Jobs

- Browse to D:\VistaInstall\Applib\JOBS\3.00\ and copy the DatabaseScripts folder to D:\Vista

Create Backup Files

Create Backups of the Database To Date

To get to the Backup utility:

- Start Enterprise Manager
- Highlight local server name
- Menu: **Tools>Backup Database...**

Create Disk Backup File to hold “Clean Install” copy of VistaHO database

This backup file will be used to restore the Vista HeadOffice database to an ‘empty’ state after staff training has filled it with transactions:

- Backup Database: General Tab
- Database: Select **VISTAHO**
- Backup: Database - Complete
- Destination Disk

Add...on SQL Server 7.0

- Accept Default path \MSSQL7\Backup\

or on SQL Server 2000

- Accept Default path\Program Files\Microsoft SQL Server\MSSQL\Backup
- Append Filename: **Dump_VistaHO_PreGoLive**
- OK
- Overwrite: Overwrite existing media
- <OK>, to back up now.

Create Disk Backup of MASTER database

This backup file will be used to restore the MASTER database if it ever got corrupt. This database contains the sizes of all the database devices and databases within SQL Server.

- Backup Database: General Tab:
- Database: Select **master**
- Backup: Database - Complete
- Destination: Disk

Add...on SQL Server 7.0

- Accept Default path\MSSQL7\Backup\

or on SQL Server 2000

- Accept Default path\Program Files\Microsoft SQL Server\MSSQL\Backup
- Append Filename: **Dump_Master**
- OK
- Overwrite: Overwrite existing media
- <OK>, to back up now.

Create Disk Backup of MSDB database

This backup device will be used to restore the MSDB database if it ever got corrupt. This database contains the list of Scheduled Tasks within SQL Server. It would be easier to restore this database rather than retype in all the scheduled tasks if it ever got corrupted

- Backup Database: General Tab
- Database: Select **msdb**
- Backup: Database - Complete
- Destination: Disk

Add...on SQL Server 7.0

- Accept Default path \MSSQL7\Backup\

or on SQL Server 2000

- Accept Default path\Program Files\Microsoft SQL Server\MSSQL\Backup
- Append Filename: **Dump_Msdb**
- OK
- Overwrite: Overwrite existing media
- <OK>, to back up now.

Set up Scheduled Tasks

Set up the following tasks within SQL Server scheduling system.

A suggested Task Timetable is shown below. You may need to change some of these times to suit each cinema's typical working day along with when the HeadOffice database is typically not being used.

Task Function	Frequency	Start Time	Approx Time Required
Daily Backup VistaHO	Daily	7:00am	15 mins
Daily Backup Master	Daily	6:50am	5 secs
Daily Backup Msdb	Daily	6:55am	5 secs
Database Consistency	Daily	3:30am	15 mins – 3 hours
ExportToCinema	Daily	12.00am	<5 mins per Cinema
ImportFromCinema	Daily	7.00am	5 – 10 min per Cinema

Cinema Scheduled Tasks

Note the following tasks are run at the Cinema, but are included here for completeness (see the Configuring Vista Cinema V3 for more information on Cinema setup).

Task Function	Frequency	Start Time	Approx Time Required
ImportFromHeadOffice	Daily	6.30am	< 5 mins
ExportToHeadOffice	Daily	6.00am	< 5mins

Schedule Daily Tape Backup of VISTAHO Database

There are two approaches to backing up to tape:

- 1 SQL Server backs up to disk. A separate task then performs a Windows level backup of selected files on the server (as determined by the support company), including the SQL Server disk backup file, or
- 2 SQL Server backs up directly to tape. Tape not available for Windows backups. Most tape drives do not support this.

Currently, we recommend the first approach.

Follow the general procedure as if you were going to do an immediate backup (as per the previous section) to complete backup for each of these databases:

Setup Daily Backup of VistaHO Database

- Backup Database: General Tab
- Database: Select VISTAHO
- Backup: Database - Complete

- Destination: eg D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_VistaHO
- Overwrite: Overwrite existing media
- Choose the Verify option (which is on the other tab)
- Tick "Schedule"
- Click "..." to open the scheduling dialogue
- Enabled and Recurring should be ticked (default)
- <Change...>
- Occurs: daily
- Frequency: every 1 day.
- Daily frequency: occurs once at 07:00
- Duration: no end date
- <OK>
- Edit name to be: "Daily Backup VistaHO"
- Notify Options: accept default (none)
- Event Logging: accept default (on failure)
- <OK>

The result of the above is that a job is created in the SQLAgent jobs list. Using this wizard is much easier than creating the job directly via the SQLAgent, Jobs, New Job... wizard. To view or subsequently edit the job:

- In Enterprise Manager
- Highlight server Name
- Expand folders to locate: Management \ SQLServer Agent \ Jobs

Note: This task (and any other scheduled task) will not run if the SQLServerAgent service is not running. Check Control Panel, Services, SQLServerAgent that it is set to start automatically when NT starts.

Setup Daily Backup of MASTER Database

- Backup Database: General Tab
- Database: Select master
- Backup: Database - Complete
- Destination: eg D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_Master
- Overwrite: Overwrite existing media
- Choose the Verify option (which is on the other tab)
- Tick "Schedule"
- Click "..." to open the scheduling dialogue
- Enabled and Recurring should be ticked (default)
- <Change...>
- Occurs: daily
- Frequency: every 1 day
- Daily frequency: occurs once at 06:50
- Duration: no end date
- <OK>
- Edit name to be: "Daily Backup Master"
- Notify Options: accept default (none)

- Event Logging: accept default (on failure)
- <OK

Setup Daily Backup of MSDB Database

- Backup Database: General Tab
- Database: Select **msdb**
- Backup: Database - Complete
- Destination: e.g. D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_Msdb
- Overwrite: Overwrite existing media
- Choose the Verify option (which is on the other tab)
- Tick "Schedule"
- Click "..." to open the scheduling dialogue
- Enabled and Recurring should be ticked (default)
- <Change...>
- Occurs: daily
- Frequency: every 1 day
- Daily frequency: occurs once at 06:55
- Duration: no end date
- <OK>
- Edit name to be: "Daily Backup Msdb"
- Notify Options: accept default (none)
- Event Logging: accept default (on failure)
- <OK>

Setup Daily Check of Database for Consistency

This task is normally run once a day, unless it is taking a long time, then maybe schedule to run once a week. In Enterprise Manager, ensure local server name is highlighted.

- Menu: Tools, Job scheduling...

(*) Operating system Shell command

- In the box type the command:
osql /Usa /P
/iD:\Vista\DatabaseScripts\CheckdbHO.sql
/oD:\Vista\Log\CheckdbHO.out
- Type the sa password directly after the "/P". For example "/PPassword1"
- Click Next
- Run the job: Select **On a recurring basis** and click the **Schedule** control button.
- Occurs: Daily
- Frequency: every 1 day
- Daily frequency: occurs once at 03:30
- Duration: no end date
- Click **OK** and then click **Next**
- Job Notifications: accept default (no operator) and click **Next**.
- Job Name: Check Database Consistency

Setup ExporttoCinema Job

This job is run by the Job Agent on the HeadOffice Server and is usually scheduled to run at 12.00am. This job exports data such as Films and TicketTypes from HeadOffice to be imported by cinemas.

- Open the Job Agent from Enterprise manager by clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ExportToCinema".
- Click the Steps tab and then the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "HOServer1"

SERVER	HeadOffice Database Server Name
DATABASENAME	HeadOffice Database name
USERID	User to connect to the Database as.
PASSWORD	Password for the above user
CINEMA	Cinema Code to Export Data to. If this is left blank then data will be exported to all Cinemas

- Click OK
- The jobs will be set up to run at 12.00am daily. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

Setup ImportFromHeadOffice Job

This job is run by the Job Agent on the Cinema Server and is usually scheduled to run at 12.30am. This job imports data such as Films and TicketTypes from HeadOffice and should be setup at each cinema.

- Open the job Agent from Enterprise manager by expanding the Cinema Server node and clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ImportFromHOffice".
- Click the Steps tab and then the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "CinServer1"

SERVER	Cinema Database Server Name
DATABASENAME	Cinema Database name
USERID	User to connect to the Database as.
PASSWORD	Password for the above user
CINEMA	Cinema Code to import Data for. If this is left blank then data will be imported for all Cinemas

- Click OK
- The job needs to be setup to run daily at least 10mins after the ExportToCinema job at HeadOffice. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

Setup ExporttoHeadOffice Job

This job is run by the Job Agent on the Cinema Server and is usually scheduled to run at 6.00am. This job should be setup at **each cinema** and exports data such as Concession and Ticket Sales.

- Open the job Agent from Enterprise manager by expanding the Cinema Server node and clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ExportToHeadOffice".
- Click the Steps tab and for **each step** click the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "CinServer1".

SERVER	Cinema Database Server Name
DATABASENAME	Cinema Database name
USERID	User to connect to the Database as.
PASSWORD	Password for the above user
CINEMA	Cinema Code to export Data for.

- Click OK
- The job should be run daily 6.00am. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

Setup ImportFromCinema Job

This job is run by the Job Agent on the HeadOffice Server and is usually scheduled to run at 6.30am. This job imports data such as Concession and Ticket Sales and should be setup at **each cinema**.

- Open the job Agent from Enterprise manager by expanding the HeadOffice Server node and clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ImportFromCinema".
- Click the Steps tab and for **each step** click the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "HOServer1".

SERVER	HeadOffice Database Server Name
DATABASENAME	HeadOffice Database name
USERID	User to connect to the Database as.
PASSWORD	Password for the above user.
CINEMA	Cinema Code to import Data for. If the Cinema Code = "" then date will be imported for all cinemas.

- Click OK
- The job should be run daily at least 30mins after the Job ExportToHeadOffice at the cinemas. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

Protocol Settings

Set Default to Named Pipes

- Select Start + Run
- Open: CLICONFG <ok>
- Enable the “Named Pipes” protocol if not enabled.
- Move the “Named Pipes” protocol to the top of the list (sometimes it will be below TCP-IP)

Perform Tape and Disk Backups

Backup Key Databases now (for emergency recovery)

Backups of the following databases were made in an earlier section “Create Backup Files”. However, some things have changed in the database since then (particularly job scheduling information). So do another backup now.

Backup from SQL Enterprise Manager, Menu: Tools, Backup

Backup the MASTER Database to Disk (takes less than 1 minute)

- Backup database: ‘master’
- to *existing* disk file Dump_master
- Tick the overwrite contents option

Backup the MASTER Database to Tape (takes less than 1 minute)

- Insert a tape labelled “Backup of MASTER Database”
- Backup database: ‘master’
- to *tape*
- Tick the overwrite contents option
- *Label tape with the date and time. Write protect it.*

Backup the MSDB Database to Disk (takes less than 1 minute)

- Backup database: ‘msdb’
- to *existing* disk file Dump_msdb
- Tick the overwrite contents option

You should now before a full backup at the operating system level to tape.

CHAPTER 2

Configuring Job Scheduler

Job Scheduler Service and the Vista Schedule Console

Installing the Job Scheduler (or Task) Service:

Complete the following steps on the Server:

- 1 Set your system path to include the .NET framework.

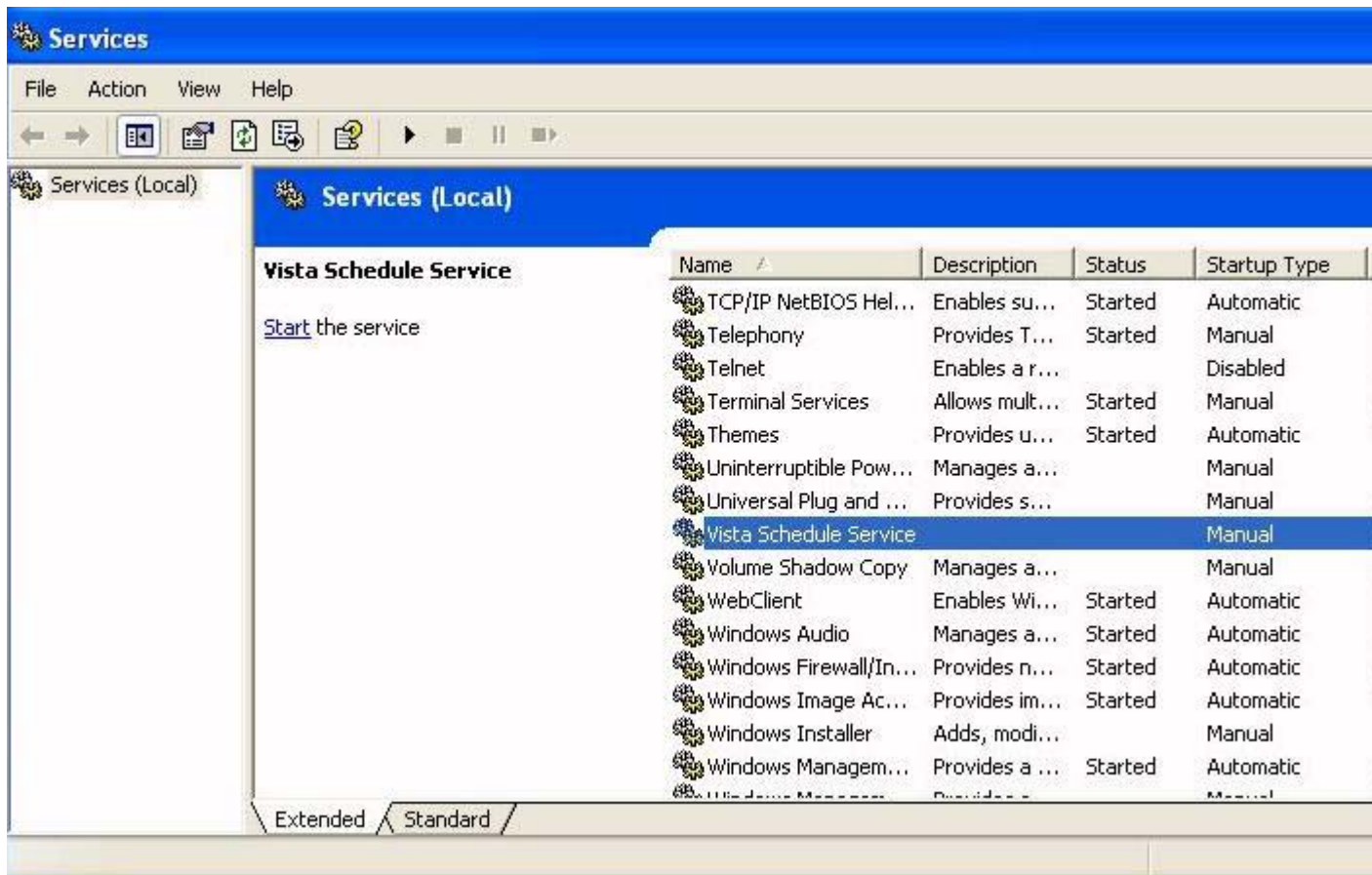
Steps for Windows 2000, XP:

- 1 Right-click on the My Computer icon (under Windows XP, the My Computer Icon may be located in the start menu).
 - 2 Choose Properties from the context menu (alternatively, you can double-click on the System icon in the Control Panel).
 - 3 Click the Advanced tab.
 - 4 Click the Environment Variables button.
 - 5 Add the target directory to the end of the Path using a semi-colon as a separator. The target directory is %SystemRoot%\Microsoft.net\Framework\v1.1.XXX (where XXX corresponds to your build of the 1.1 .net Framework). To find your build, browse to the directory above (do this by copying and pasting %SystemRoot%\Microsoft.net\Framework into the Address bar in Windows Explorer and click on Go).
- 1 The Vista Schedule Service requires you to create one directory under your Vista directory.
 - \Vista\TaskService
 - 1 Copy the files below into the TaskService directory. They reside in **D:\VISTAINSTALL\APPLIB\TASKSERVICE\3.01\TASKSERVICE**
 - visTaskService.exe
 - visMovieTickets.dll
 - visConcessionImporter.dll
 - visScheduleOutput.dll
 - Interop.vba.dll
 - Interop.visDBEngine.dll
 - Interop.visDIITask.dll
 - Interop.visRptLaunch.dll
 - visProcessTask.dll
 - 2 Copy the contents of the **D:\VISTAINSTALL\APPLIB\SCHEDULEDPROGRAMSCIN\3.01\TASKSERVICE** folder into the TaskService directory.
 - 3 Go to the DOS prompt by selecting Run from the Windows Start menu, typing `cmd` and pressing Enter.

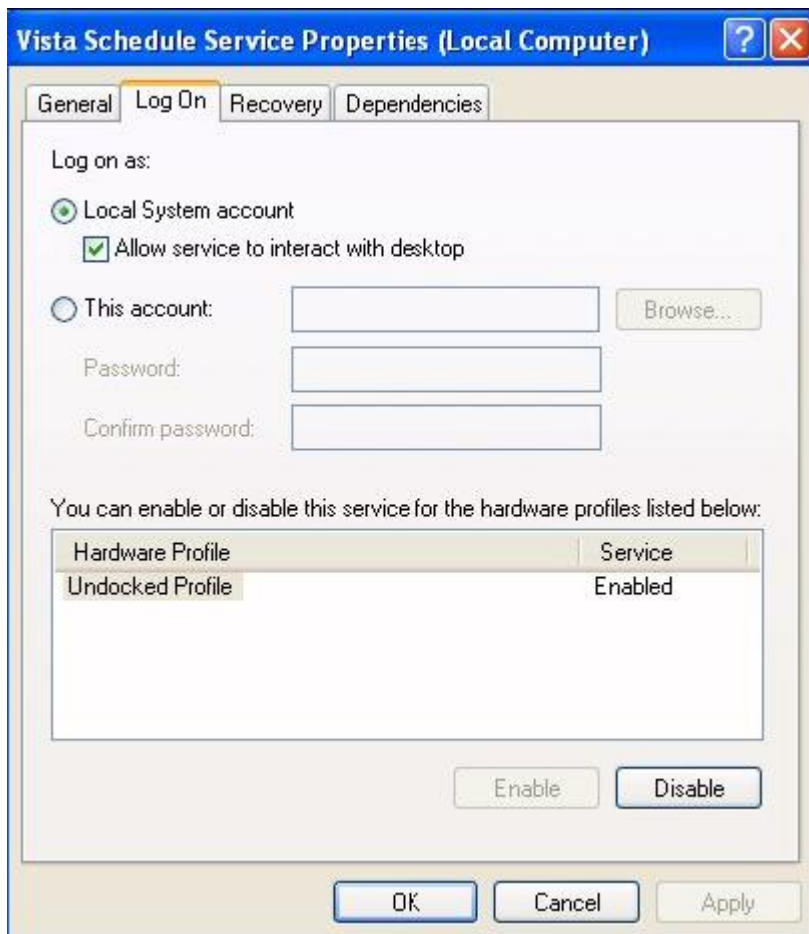
- 4 Navigate to the \Vista\TaskService directory (type "cd d:\Vista\TaskService" at the command prompt and press Enter).
- 5 Run the following "InstallUtil visTaskService.exe." (type InstallUtil visTaskService.exe at the command prompt and press Enter).
- 6 The last line should say 'The transacted install has completed.'

Set up the Windows Service (Steps for Windows 2000, XP):

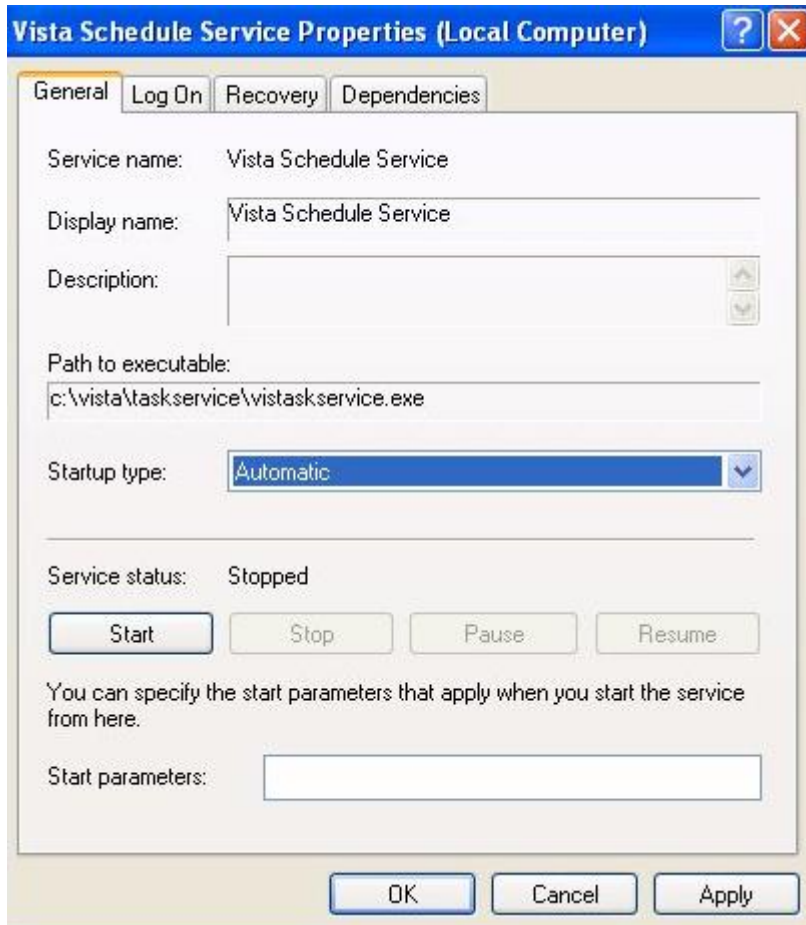
1. Start -> Settings -> Control Panel.
2. Select Administrative Tools.
3. Select Services.
4. Locate 'Vista Schedule Service.'



5. Right click, go to "Properties."
6. Choose the "Log On" Tab, and set "Allow Service to interact with desktop" to be true (i.e. tick this field).



7. Choose the "General" Tab and set start up type to be "automatic". To start, stop, pause and resume the service right click on the service and click the option corresponding to your choice. For now, "Start" the service.



The service is now installed and running.

CHAPTER 3

Configuring the HO Audit Application

Prerequisites

- Install IIS on the HeadOffice Server
- Use Setup Client to Install the HO Audit Application on the HeadOffice Server

Update Cinema Tables

In order to begin auditing Cinemas, the tables `tblCinema` and `tblCinema_Operator` must be correctly updated in the Vista HeadOffice database. This is to provide database connection settings to the audit process, and to flag which cinema operators are actively uploading data and should be included in auditing.

The following fields should be updated appropriately in `tblCinema_Operator`:

<code>CinOperator_strUploadActive</code>	Y/N	Overriding flag identifying active uploads - if N online/offline dates are ignored.
<code>CinOperator_dtmOnlineFrom</code>	datetime	Date cinema operator uploads began. Audits will only be recorded for days greater than or equal to.
<code>CinOperator_dtmOfflineFrom</code>	datetime	Date cinema operator uploads end. Audits will not be recorded past this date – unless the offline from date is less than the online from date- in which case it is assume that the cinema was taken offline at some point in the past- but has since been reinstated by the online from date.

The following fields must be updated in `tblCinema`:

<code>Cinema_strServerName</code>	Server that Cinema Database resides on.
<code>Cinema_strDatabaseName</code>	Cinema Database name.
<code>Cinema_strUserId</code>	Login for SQL user.
<code>Cinema_strPWD</code>	Password for SQL user.

Install SQL Server Audit Task

Configure Job

- Open SQL Server Enterprise Manager and go to Management; SQL Server Agent; Jobs.
- Select the HeadOffice Auto Audit Job and ensure that the correct DB Connect values are passed to the procedure to allow it to connect to the HeadOffice Server and Database.

Test and Confirm Job

By passing the DateStart, DateEnd arguments as empty strings the Audit process will automatically execute an audit for a single day starting from the day the last successful audit was executed (for any cinema operator). If no Audit records exist the process will begin execution 2 days before the date of execution of the job. If the job appears to hang during execution ensure that the ShowErrorsOnScreen=NO flag is set in the visDBEngine.ini file in the root directory where the Vista DB Engine component is installed. On Screen error logging throws message boxes describing database errors – these message boxes are windowless when executing via the SQL Server agent and therefore cannot be responded to – hence the apparent 'hang'.

Create Schedule entry for the Job:

When functioning OK create a schedule for the job and ensure it is enabled. It is recommended to schedule this job to run every hour. Periodically check the status of the jobs history to check for errors. The job will raise errors if the audit process encounters problems – the visHOAudit.dll will generate its usual logging for any such conditions.

Install Audit Web Application

Copy files

- Browse to the folder HOAuditWebPage in the CD or the downloaded package
- Copy this folder onto the Web Server under the wwwroot directory, e.g.
D:\inetpub\wwwroot\HOAuditWebpage

Create a DSN on the Webserver to point to the HeadOffice database and call it "Audit".

- [Start Menu: Control Panel: Administrative Tools: Data Sources]

Select the System DSN tab and press the add button

- Select "SQL SERVER", FINISH
- Enter the following data
- Name: Audit
- Server: *HeadOffice Database server name*
- Press Next and select the radio button entitled "With SQL Server Authentication..."
- For Login ID enter VISTA
- Enter the password for the VISTA user.
- Press Next
- Check the checkbox entitled "Change the default Database"
- Select the VISTAHO database from the dropdown box.
- Click NEXT, FINISH, TEST DATASOURCE, OK, OK

Set the Regional Settings of Audit Webpage to match those of the Webserver

- Edit the constants file in copied to the webserver in windows notepad, e.g.
D:\inetpub\wwwroot\auditwebpage\include\constants.asp
- Change the DSN string to have the correct userid and password to connect to HeadOffice.
- It is important that the month names are exactly correct for regional settings of the webserver. This includes accents etc.

IMPORTANT! Some regional settings have different numbers to represent the months internally. Please check that when the page loads, the correct month (that is currently set on the web-server clock) is displayed in the date textboxes. If not you will need to change the constants.asp file and shuffle the month names back one each or forward one each inside the <% %> tags until the right date is displayed on load of this page (ie. don't yet select a date from the calendar), e.g.

- MONTH_JAN = "February"
- MONTH_FEB = "March"
- The month names inside the <script language="javascript"> </script> tags should not require changing unless when you select a date in the calendar it does not populate the date textbox with the correct date.

Setup Site in IIS

Setup the site in IIS by creating a virtual directory. Set audit.asp as the home page (under the "documents" tab for the virtual directory properties).

Browse to site and create shortcut

- Open the virtual directory for the Audit Application in IIS, right click audit.asp and select Browse. When the webpage appears in your Web Browser select
- File - > Send -> Shortcut to desktop

To view the Audit webpage from another machine on the network use the following address <http://ServerName/VirtualDirectoryName/audit.asp>, where Server Name is the machine name of the HeadOffice Server and VirtualDirectoryName is the name of the Virtual Directory set up earlier.

CHAPTER 4

Configuring Infoworks Version 2

Infoworks 2 is an updated version of the Infoworks Business Intelligence tool that accompanies the Vista Head Office product. Infoworks 2 is released along with version 3.01 of Vista Head Office. The files required for installation can be found in the Head Office 3.01 package.

If you are upgrading from a previous version of Infoworks then follow these same instructions. Notes within each step will advise on how the process differs for an upgrade.

Prepare Folders

Log onto server.

- This can be as either a domain user or a local user, as long as the user has administrative rights to the machine.
- Insert the Vista Head Office V3.01 CD (these instructions apply to version V3.01 and greater of Vista Head Office, which corresponds to Infoworks Version 2).

Copy the folder 'Vista Infoworks 2' from the Vista Application Library to the server.

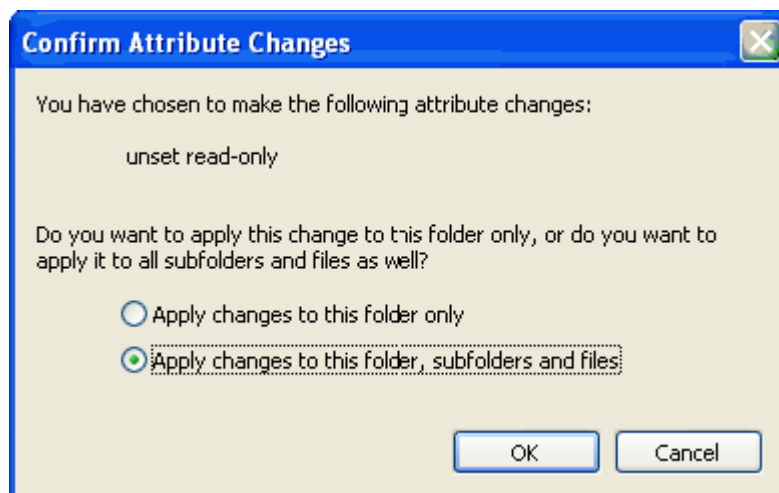
- If there are any other Vista components that are installed on the server, a <drive>\Vista directory will exist on one of the primary drives (normally C or D). If not, create a \Vista directory on one of these drives. Most Vista installations use the D drive if one is available.

Note: the remainder of the instructions assumes that Infoworks2 is being installed on the "D:" drive. If it is being installed on the C: drive then substitute "C:" when reading path names below.

- Create a new directory named "D:\Vista\Infoworks2\"
- If the user has run the Vista Headoffice v3.1 CD on the Head Office server, the Vista Application Library on that server will include an Infoworks2 repository i.e. "\\<HOServerName>\VistaInstall\AppLib\Infoworks2\3.01\". This directory contains the 3.01 version of the Infoworks2 application.
- Copy the entire contents of the 3.01 directory to the new D:\Vista\Infoworks2 directory that has been created.

Set the properties of the Infoworks2 folder to allow write access.

- Browse to the folder D:\Vista.
- Right click on the folder "Infoworks2" and select "properties" from the folder options.
- Un-check the attributes checkbox "Read Only" so that the check-box is blank.
- Click "Apply".
- The following window may appear:



- If this window is displayed, select “Apply changes to this folder, sub-folder and files” and click OK.
- When returned to the folder properties window, click “OK” to close the window.

Windows User

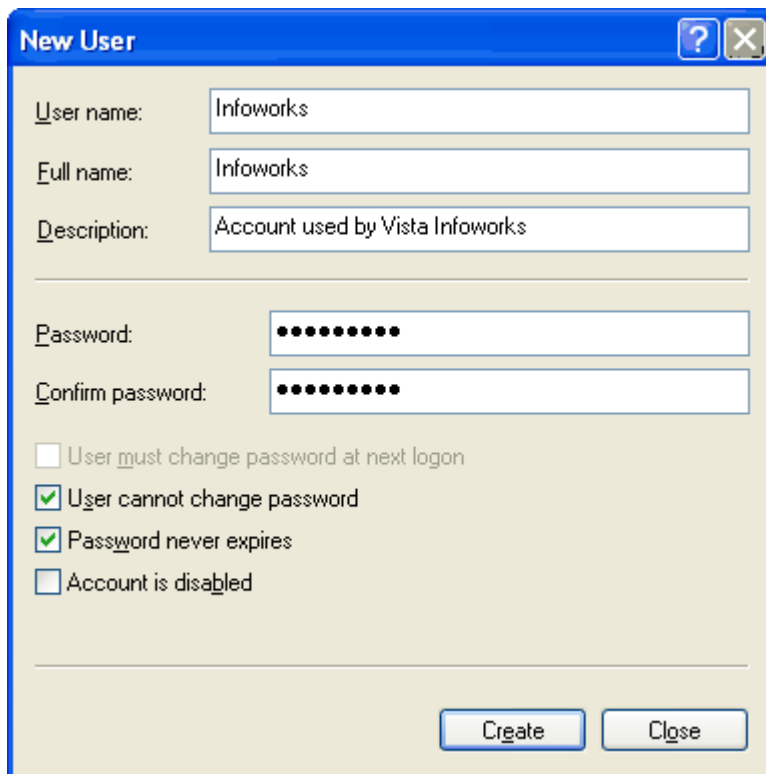
This step involves creating a Windows user account that the Infoworks software will run as. If upgrading from a previous version of Infoworks this step can be skipped as the Infoworks user will already exist (the user will need to know the password of the Infoworks user).

Create a Windows user called Infoworks. This will be the user account that the Infoworks application runs as.

- Open the Computer Management console. This can be found within Start / Control Panel / Administrative Tools.
- On the menu tree on the left hand panel, expand the node "Local Users and Groups", then select the "Users" folder. This will cause the right hand panel to display a list of the local users for the server.



- Right click the "Users" folder and select "New User" from the folder options. This will display the "New User" dialogue window:



New User

User name: Infoworks

Full name: Infoworks

Description: Account used by Vista Infoworks

Password:

Confirm password:

☐ User must change password at next logon

☒ User cannot change password

☒ Password never expires

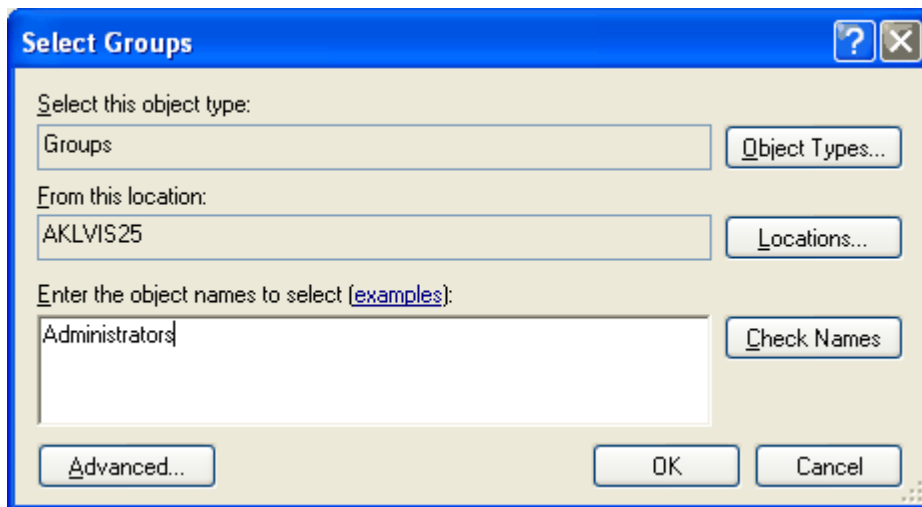
☐ Account is disabled

Create Close

- Enter the details of the new user account as displayed above. As this will be an administrative account and the password will not change regularly, it is advised that a strong password containing at least 2 numeric characters be used. The default password is "v1sta0lap" but it is advisable to create an individual password. Ensure that the checkbox settings match those displayed above.
- Click "Create" to create the user account, then click "Close" to close the window.

Assign the Infoworks user administrative rights.

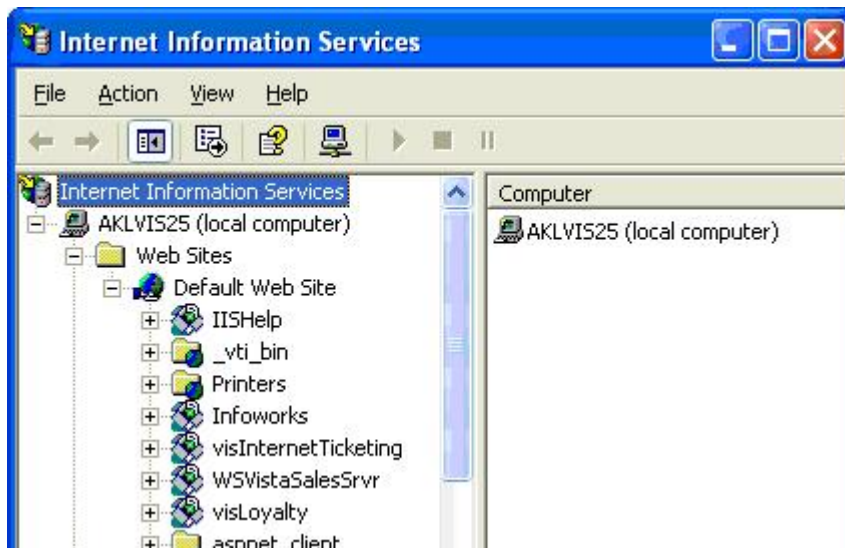
- Remaining in the Computer Management console, click the "Users" folder.
- A list of users will be displayed in the right hand panel.
- Right click on the Infoworks user, and select Properties.
- In the User Properties window, select the "Member Of" tab.
- Click "Add".



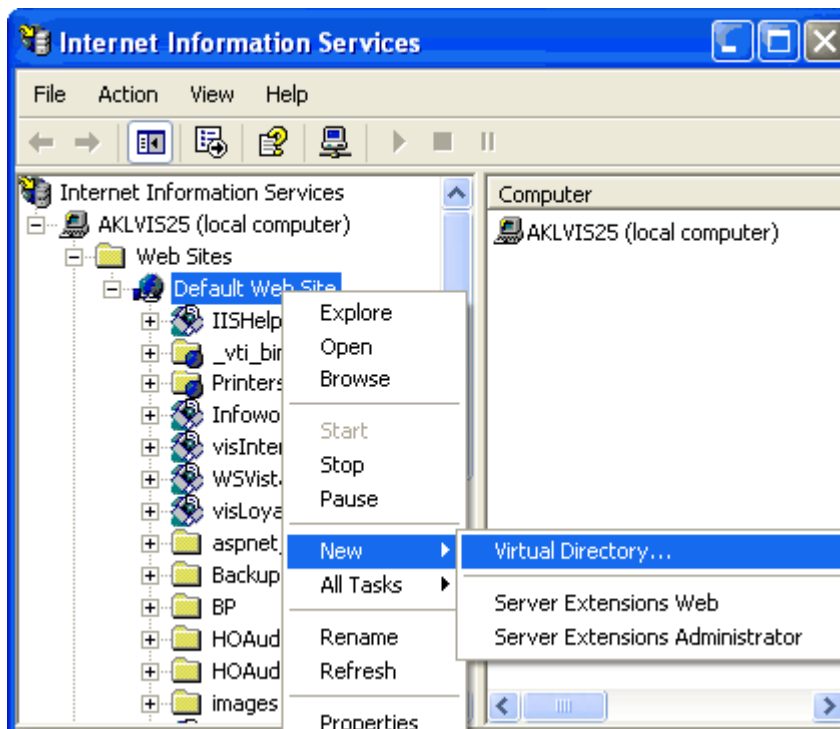
- In the Select Groups window, enter "Administrators" into the box "Enter the object names to select". Click Ok.
- This will return to the User Properties window. Click Ok to exit back to the Computer Management console.

Create Infoworks Web Page in IIS

- Open the Internet Services Manager console. This can be found in Start - Control Panel - Administrative Tools. Expand the local computer, then “Web Sites”, and “Default Web Site”.



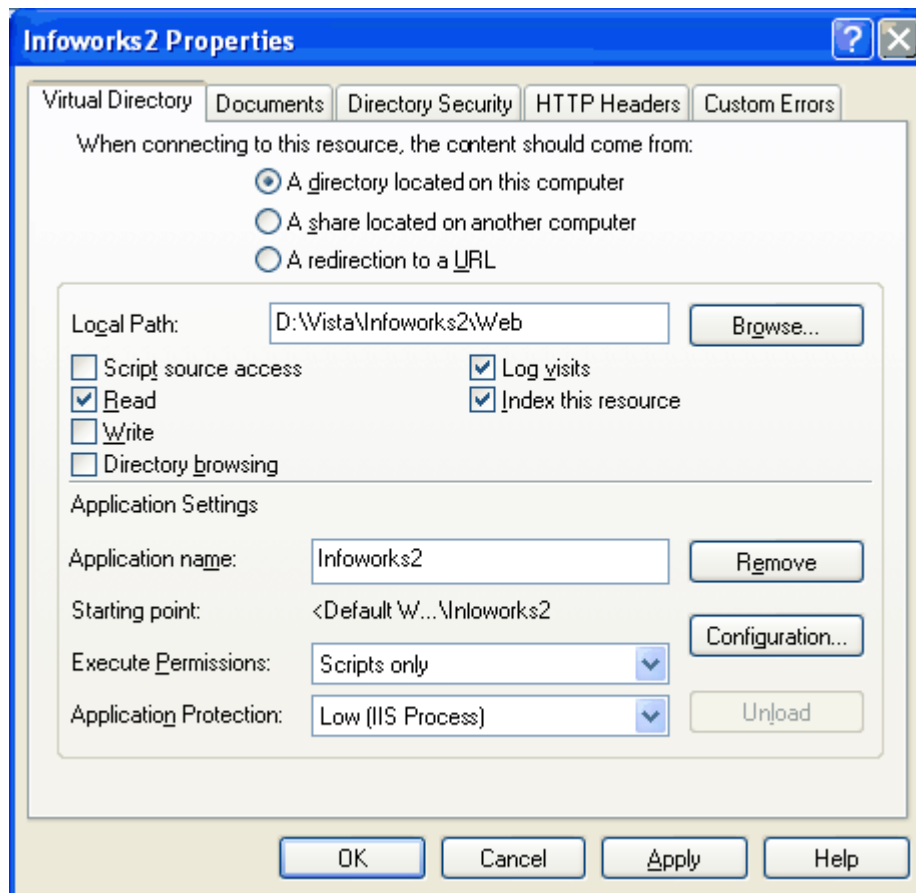
- If this is an upgrade from a previous version of Infoworks, the “Infoworks” virtual directory will already exist. This should be left here and the new virtual directory created alongside it.
- Create a virtual directory called “Infoworks2”
 - Right click on “Default Web Site” (or another web site that you would like to place Infoworks within), select “New”, “Virtual Directory”.



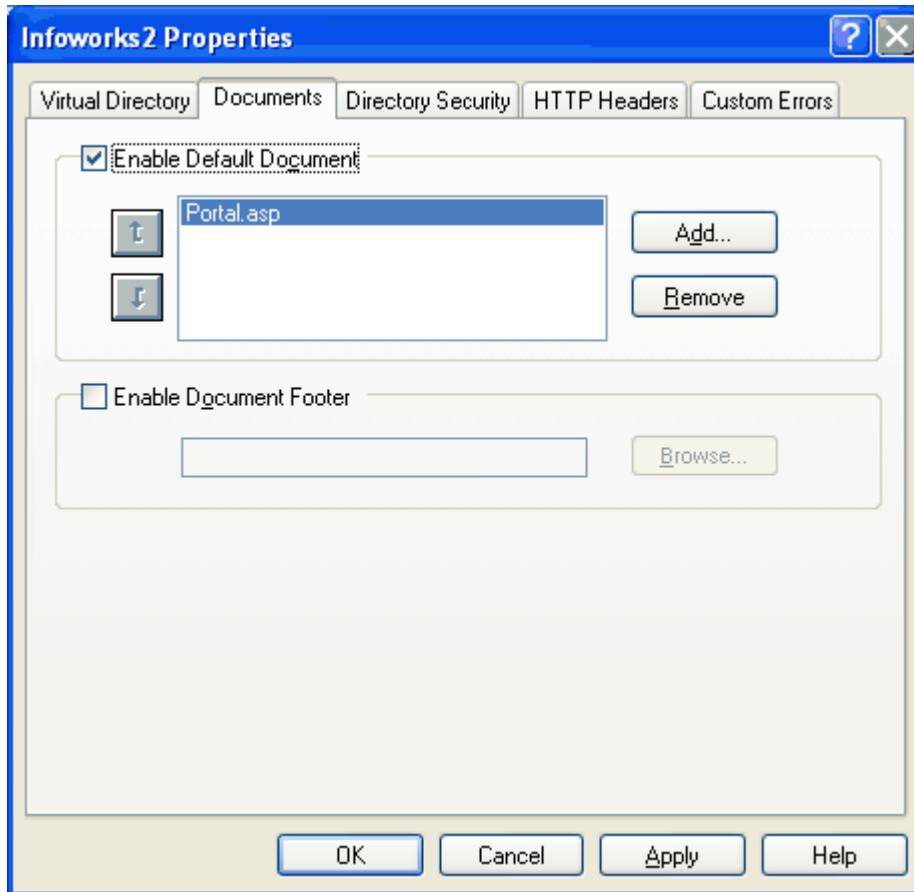
- The Virtual Directory creation wizard will be displayed. Click "Next" on the introductory screen.
- Enter the Alias of the virtual directory as "Infoworks2", then click "Next".
- Browse to the location of the Infoworks2 web files, which are located in "D:\Vista\Infoworks2\Web". Click "Next".
- Leave the access permissions set to the default settings, click "Next" then "Finish". The virtual directory will be created.

Set the properties of the Infoworks2 virtual directory.

- Right click the new virtual directory and select "Properties".
- Set the properties to match those displayed below.

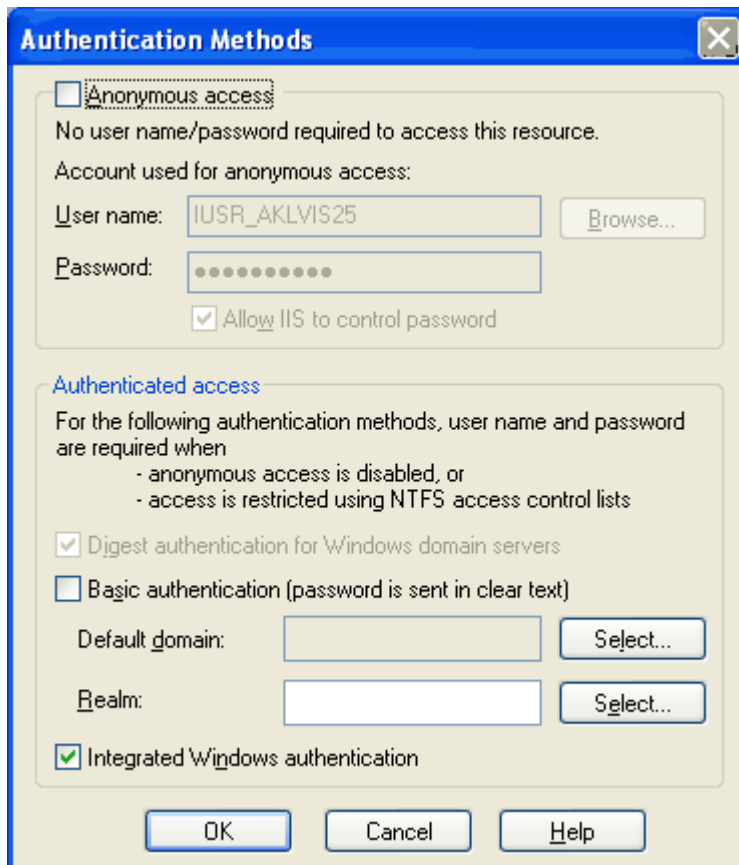


If the server is running Windows 2003, then the Application Protection level will be 'DefaultAppPool'.



Make sure Portal.asp is added and moved to the top of the list.

Under the directory security tab, click "Edit" to display the authentication methods window. Change the settings to match those displayed below.



The option 'Digest authentication' is not needed if Active Directories is not being used.

Amend the server name constant in the configuration file.

- Navigate to the folder D:\Vista\Infoworks2\Web\Includes on the Infoworks2 web server.
- Open the file Inc_Default.asp using Windows Notepad.
- Find the line that says: Const cszHS = "visdemo".
- Change the server name from visdemo to the name of the web server (keep the double quotes).
- Save and close the file.

Create Infoworks2 Database

In this step the new Infoworks2 database will be created. If you are upgrading from a previous version of Infoworks, leave the existing Infoworks database in place on the server and create the new one side-by-side with it (with the new name Infoworks2) - this way it will be possible to migrate existing user-defined workspaces into the new version.

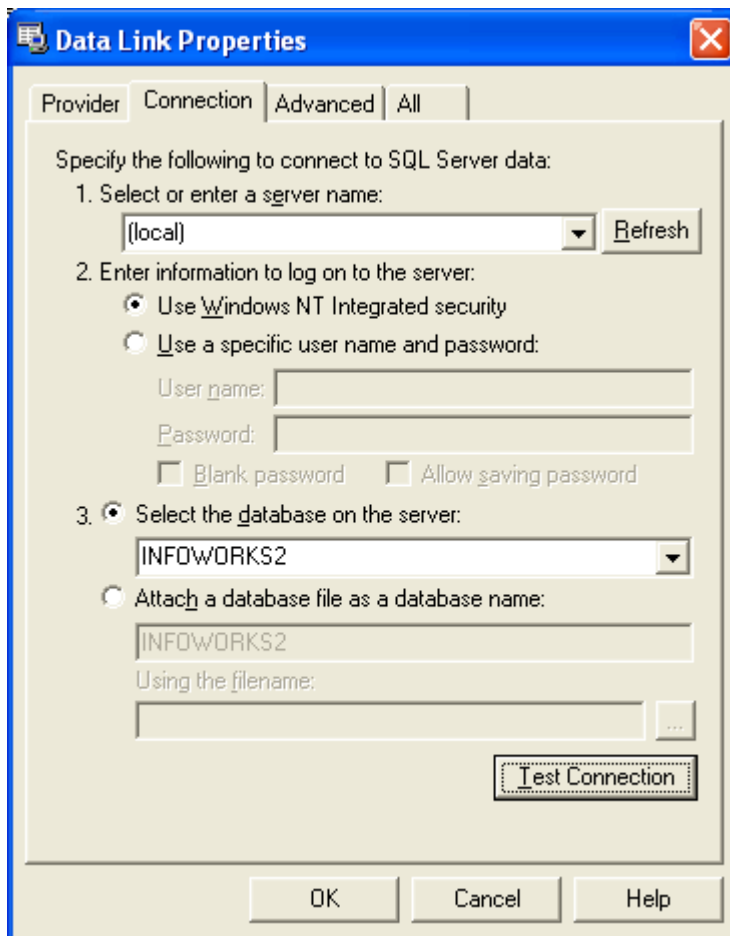
Run the SQL Script "Build Infoworks2 Database.sql" to create the Infoworks2 database:

- Open SQL Server Query Analyser. This can be found in Start - Program Files - Microsoft SQL Server
- Enter an appropriate user name and password to connect to the SQL Server in order to create the Infoworks2 database on.
- Open the required script file by clicking File - Open, then navigating to D:\Vista\Infoworks2\SQL. Select the file "Build Infoworks2 Database.sql".
 - If it is necessary to keep database and log files in the default SQL folder D:\Program Files\Microsoft SQL Server\MSSQL\Data on the database server, change this now by editing the fifth line of the script. The path name appears twice in the same line.
- Run the script. A number of messages and warnings will be displayed. As long as there are no actual errors then these can be ignored.

E.g. The Warning may say: - Cannot add rows to sysdepends for the current.

Modify the UDL file that Infoworks2 uses to connect to the database:

- Navigate to the folder D:\Vista\Infoworks2\COM+\UDL.
- Locate the file INFOWORKSV2.udl and double click to open the connection details.
- Modify these details to have the correct server name that the Infoworks2 database was created on. The database should be "Infoworks2". Ensure a valid user name and password has been entered for the Infoworks2 application to connect to the database with.
- Check the details by clicking "Test Connection" then click "Ok" to save the file.



NOTE: At this point if you are upgrading from a previous version of Infoworks, it is possible to migrate the user-defined workspaces from the previous version into the new version. This can be done using the "Infoworks Administrator" program (InfoworksAdmin.exe).

Create the Vista HeadOffice Data Cubes

In this step the Business Intelligence data cubes are created.

Create the Vista Data Cubes:

- Open "Analysis Manager" (Select Start - Programs - MS SQL Server - Analysis Services - Analysis Manager).
- Right click on Server and Select "Restore Database: .
- Browse to the Data Cube Structure Folder in the Infoworks Directory i.e. D:\Vista\Infoworks2\Data Cube\
- Select the Data Cube with the most recent date.
- Select "Restore" to begin restoring the Database.
- When the Database is restored, Right Click on the Database and Select Copy. Then Highlight the Server Name and click paste. At this point you are prompted to change the name. Change the name to VistaBI.
- Keep the Old Database as a reference of the version that was installed.
- Now Select Datasources and Edit the DataSource called SWISSWIN2. Enter the Server Name, user name and password and the Database Name of the Head Office Database to Use, normally called VISTAHO.

Process the Data Cubes:

- Right click the folder **Shared Dimensions** and select **Process All Dimensions**. This will take some time depending on the size of the HO database. Errors may be encountered if data has not been correctly set up in some of the Vista Head Office tables, according to the instructions in the manual **Getting Started With Head Office**.
- Right click the folder **Cubes** and select **Process All Cubes**. This will take some time depending on the size of the HO database.
- If the user is NOT using the HeadOffice 3.01 upload system then the whole database (i.e. all dimensions and cubes) needs be processed every time new data is uploaded to Vista HO from the cinemas, to refresh the data in Infoworks. This can be automated by creating a DTS Task using SQL Enterprise Manager.
 - In Enterprise Manager, select "DTS".
 - Right mouse click and select "New Package".
 - Choose the icon on the left called "Analysis Services Processing Task"
 - Task Name: OLAP Cube Processing
 - Highlight Database: VistaBI
 - Choose: Full Process
 - Exit out and save with the name 'OLAP Cube Processing' and choose "Use Windows Authentication."
 - Under DTS and Local Packages, right mouse on OLAP Cube Processing. Select Schedule Package. Make sure the job is scheduled to run after the Headoffice Upload takes place. E.g. 3:40am daily.

- Once the task has been scheduled, it will appear in the SQL Server Agent Jobs list.

- If using the HeadOffice 3.01 upload system, the Vista Task Scheduler includes jobs which automatically process the VistaBI cubes. Consult the product documentation for more details.

Office Web Components Installation

Office Web Components for XP needs to be installed on all computers that will run Infoworks 2.

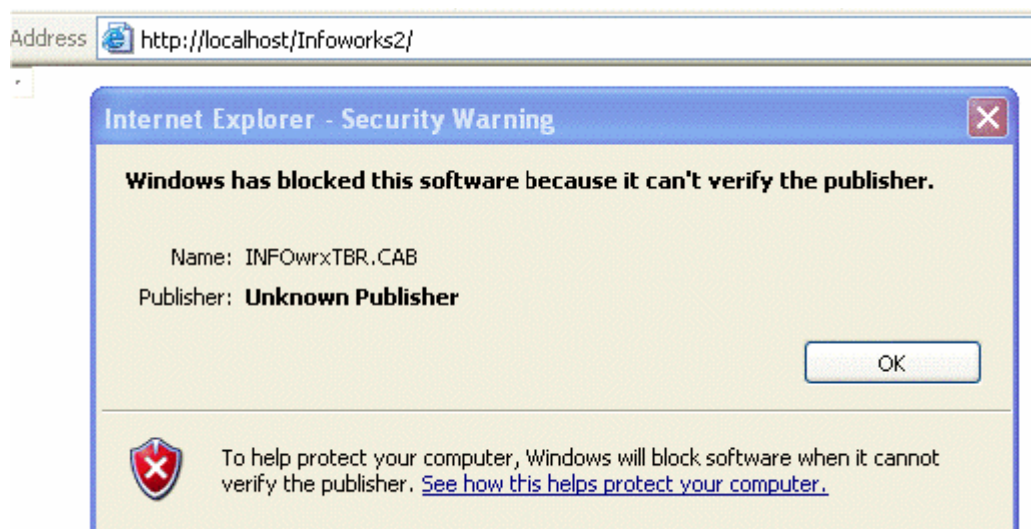
- Office Web Components for XP can be found in the folder D:\Vista\InfoWorks2\OfficeXP\
- Run the program owc10.exe to install.

Configure the Infoworks2 Application

In this step the Infoworks2 application is configured.

Connect to the Infoworks Web Site and Configure Users:

- The user should now be able to log into the Infoworks web page.
- To access the site the first time, the user MUST be logged on to the machine as the user local user named 'Administrator'. Being a member of the Administrators group is NOT sufficient as initially Infoworks only has an entry in its user system for 'Administrator'.
- Another option is to use the Windows 'Run As' option to launch the Browser as a user named 'Administrator'. To do this locate the browser executable i.e. C:\Program Files\Internet Explorer\IExplore.exe, right click the .exe and select "Run As" from the shortcut menu. Enter the local Administrator name and password.
- Using Internet Explorer enter the URL to the new Infoworks2 virtual directory i.e. <http://localhost/Infoworks2/>.
- **NOTE:** In Windows XP service pack 2, and Windows Server 2003 browsers have restricted access to unsigned ActiveX controls, which are used by the Infoworks2 web site. If you receive a message such as the following - you will need to reconfigure your internet options in Internet Explorer:



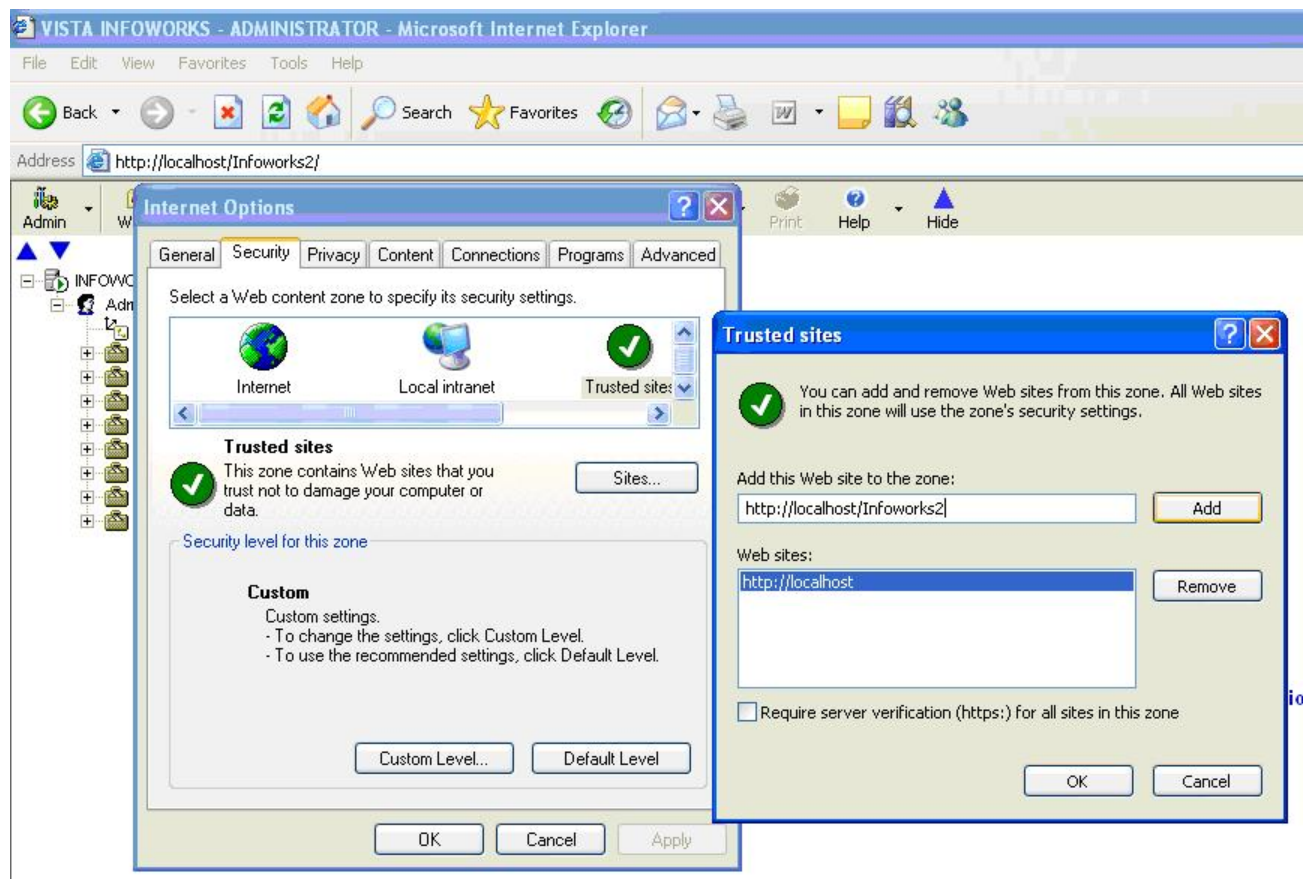
In addition, or alternatively the initial page may display the following message:

Toolbar Control Not Activated - Check Browser Settings

To reconfigure the browser settings to allow Infoworks to display correctly, perform the following:

- Open Internet Explorer; from the Tools menu select "Internet Options."
- Select the Security tab and select the "Trusted Sites" item (see below)

- Click the "Sites..." button and type the URL for Infoworks into the "Add this Web site to the zone:". The user must uncheck the "Require server verification (https:) for all sites in this zone" check box.



- Once logged on the user can allow additional users access by going to the Users menu and adding their Windows login name to the User Group of choice.

Configure and Customize the Infoworks Workspaces and Themes:

- The Infoworks user interface provides an intuitive way of managing and customizing the application. The application is driven around a hierarchical structure of 'Groups'. Each group can hold one or more 'themes' and each 'theme' then has a number of 'workspaces'. Each 'workspace' holds a single view of data.
- If upgraded workspaces from Infoworks to Infoworks2 have used the migration tool, familiar users and workspaces will already be configured.
- If the Infoworks2 database has been built from the ground up, there will be pre-configured Vista Groups, themes and workspaces. These can be manipulated as required.
- Because the structure of the application is stored in the Infoworks2 database the user can backup the database to preserve a configuration, while experimenting with different configurations. The database can be restored back to any 'last known good version' that has an SQL backup.

Configure the Infoworks Data Connections:

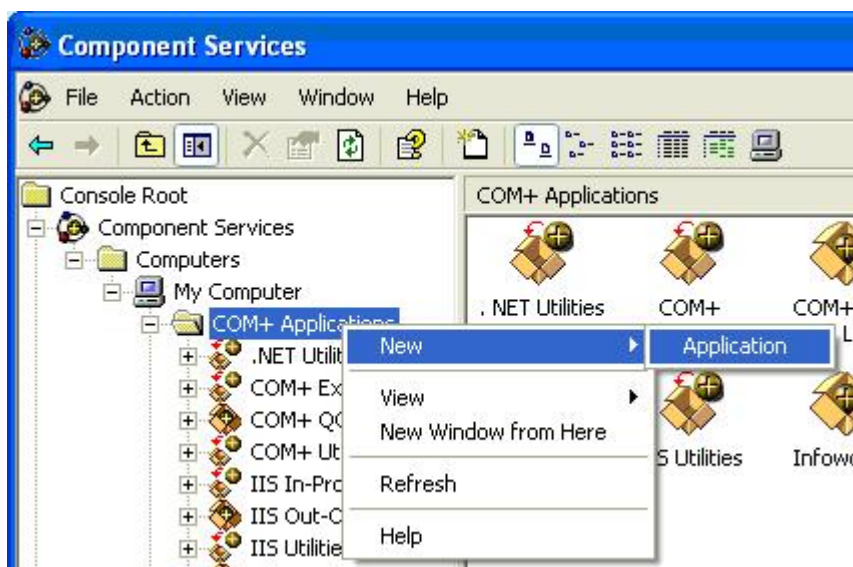
Each of the Infoworks workspaces must have its data connection configured. Follow these steps:

- Select a workspace template or workspace.
- Click the “Options” toolbar button
- In the Commands and Options window that opens select the Data Source tab and click the 'Get Data Using Connection' option and click the “Edit” button.
- On the Provider tab select: 'Microsoft OLE DB Provider for OLAP Services 8.0' and click 'Next>>'
- Enter the Analysis server name in the 'Data Source:' field
- Select windows authentication or a SQL Server user name and password.
- Select the VistaBI database as the 'Initial Catalog'
- Test the connection and click “OK”
- Back in the Commands and Options window select the data cube you want the workspace to retrieve data from in the “Get Data From” field. If each of the 'themes' relates directly to a Vista cube (i.e. Box Office Detail, Staff Time) these themes will relate directly to the cube structures.
- Under the Behaviour Tab, tick the option “Drop Areas”.
- Be SURE to click the green 'Save' icon on the toolbar immediately, if accidentally navigating away from the selected workspace the connection settings will be lost!
- All new workspaces created should be made from one of the now correctly configured workspace templates.

Register Com+ Application

This step involves registering 2 Infoworks dlls within a Com+ application.

- **Open** the Component Services console. This can be found in Start - Settings - Control Panel - Administrative Tools. Expand the node "My Computer", then "COM+ Applications".
- If this is a new installation, skip to next step (create a new Com+ Server Application). If this is an upgrade, then delete the existing Com+ application from the previous version of Infoworks.
 - Find the existing Com+ application from the list under "COM+ Applications". This may be named Olapworks or Infoworks. Right click the application name, then select "Delete" from the menu. When prompted, click yes to confirm you want to delete the Com+ Application.
- Create a new Com+ Server Application
 - Right click on the "COM+ Applications" folder. Select New, Application.



- The "COM+ Application Install Wizard" will be displayed. On the introductory screen, click next.
- On the next screen, select "Create an Empty Application".
- On the next screen, enter the name of the application as "Infoworks". Select the "Server Application" option, then click next.
- On the next screen ("Set Application Identity"), choose the option "This User". Then enter the Infoworks windows user name that was created in step 2. Enter the windows password for this user into both password fields, exactly as it was created in step 2. The password will not be validated at this stage so it is important to enter it carefully. Click "Next" and then "Finish" to close the wizard.

Register the required Infoworks2 dll files within the Com+ application.

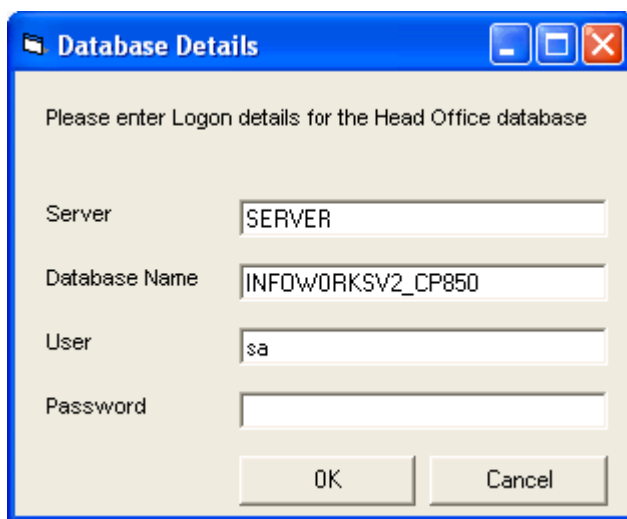
- Expand the "COM+ Applications" folder and locate the newly created Infoworks application.
- Expand the Infoworks node.
- Right click on the Components folder within "Infoworks" and click "New Component". This will launch the COM+ Component Install Wizard. Click "Next" on the introductory screen.
- Select Install New Components. This will open a file selection dialogue box.
- Navigate to the folder D:\Vista\Infoworks2\COM+. Click the file INFOwrx_IFC.dll to highlight it, then, holding down the CTRL (control) button on the keyboard, click the file INFOwrx_SVR.dll. Both files should now be highlighted. Click "Open".
- The file details will be displayed in the "Install new components" window.
- Click "Next", and then "Finish" to close the wizard.

Copying Workspaces Views from another Database

Vista has written a tool that can copy Workspaces Views either from a database of an older version of Infoworks or from another database on another server.

Run the conversion tool called InfoworksAdmin.exe found in D:\Vista\Infoworks2\Admin\

The converter will prompt for the name of the old database and server



Database Details

Please enter Logon details for the Head Office database

Server: SERVER

Database Name: INFOWORKSV2_CP850

User: sa

Password:

OK Cancel

A message will appear saying connection successful. The conversion screen looks as follows:

The screenshot shows the 'Infoworks Administrator' window. It features two side-by-side tables for mapping themes to workspaces. The left table is populated with data, while the right table is empty. Below the tables are buttons for 'Connect to Target Infoworks DB' and 'Copy Selected Workspace'. A checkbox labeled 'Override Workspace Settings During Import' is checked. At the bottom, there are input fields for 'Server', 'User', and 'Password', along with a checked checkbox for 'Use Windows Authentication for Data Cube Access'. The status bar at the bottom right shows 'NUM' and 'CAPS'.

Theme	Workspace
Box Office Detail	Admits by day by time
Box Office Detail	Default
Box Office Detail	Film By Cinema
Box Office Detail	Film performance for opening 4 w
Box Office Detail	Promotions Analysis
Box Office Detail	Session Count
Box Office Detail	Workspace Template
Box Office Summ...	Cinema Admits & Gross
Box Office Summ...	Default
Box Office Summ...	Film by Cinema
Box Office Summ...	Film by Film Week

Theme	Workspace
-------	-----------

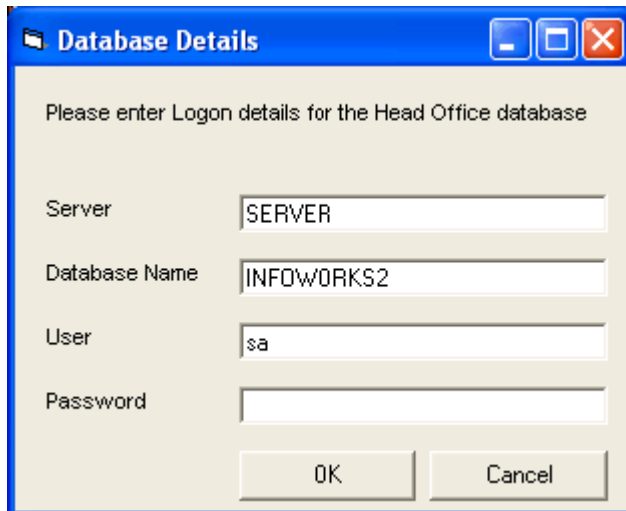
☒ Override Workspace Settings During Import

Server: Use Windows Authentication for Data Cube Access: ☒ User: Password:

NUM CAPS

Select the button, Connect to Target Infoworks DB

Fill in the connection details of the database to convert into.



A screenshot of a Windows-style dialog box titled "Database Details". The dialog has a blue title bar with standard minimize, maximize, and close buttons. The main area is light beige and contains the instruction "Please enter Logon details for the Head Office database". Below this, there are four labeled text input fields: "Server" with the text "SERVER", "Database Name" with the text "INFOWORKS2", "User" with the text "sa", and "Password" which is empty. At the bottom of the dialog are two buttons: "OK" and "Cancel".

Field	Value
Server	SERVER
Database Name	INFOWORKS2
User	sa
Password	

A message will appear saying connection successful.

To copy over a Theme/Workspace, highlight a Theme/Workspace in the left hand window and press the button "Copy Selected Workspace".

The righthand window does not automatically refresh when the workspace has been copied. If you exit and re-enter the conversion utility, the righthand window will show which workspaces have been copied across.

If workspaces are from another server

There is one extra step that needs to be done if the old database resided on a different server. This is because the server name is held in the database table for each Workspace.

Start Query Analyser and load the script

D:\Vista\Infoworks2\SQL\ChangeInfoworksServer.sql

Edit the script to change the Old Server name and New Server name to be correct eg:

```
SET @OldServerName =      'visdemo'
SET @NewServerName =      'AKLVIS01'
```

Select the INFOWORKS2 database

Execute the query

CHAPTER 5

Configuring the HeadOffice Clients

Prerequisites

Ensure that Vista Version 3 is installed on each client PC. When running Setup Client, typical programs to install are:

- HeadOffice

Then return to this manual to configure the HeadOffice Clients.

Operating System

Make sure the Windows Regional Settings are correct for your country. Things to check are:

- Date Settings are correct
- Time settings are correct
- Set the date/time correctly
- As long as the Date/Time automatically aligns with the computer, do not set for daylight savings
- Correct country selected
- Currency Settings are correct

Share the Hard Disk (for Support Purposes)

- [Explorer, Highlight C:, right click, sharing]
- Share C: Drive as:
- Share name: CDRIVE
- Access type: Full
- Password: Don't enter a password

Create a DSN to Connect to the HeadOffice Database.

- [Start Menu: Control Panel: Administrative Tools: Data Sources]

Select the System DSN tab and press the add button

- Select "SQL SERVER", FINISH
- Enter the following data
- Name: VISTA_HO
- Server: *HeadOffice Database server name*
- Press Next and select the radio button entitled "With SQL Server Authentication..."
- For Login ID enter VISTA
- Enter the password for the VISTA user.

- Press Next
- Check the checkbox entitled "Change the default Database"

Anti Virus Software

- Select the VISTAHO database from the dropdown box.
- Click NEXT, FINISH, TEST DATASOURCE, OK, OK

Anti virus software needs to be properly configured so it does not constantly go off, each time a program, file or log file is read or written too as this can dramatically slow down Vista.

Make sure your Anti Virus software is configured to not scan the following each time they are accessed:

- \Vista\ folder and all sub folders. Both C: and D: may be used
- Any Vista folders off C:\inetpub\wwwroot\ eg visInternetTicketing, InfoworksV2 etc
- SQL Server and Databases

CHAPTER 6

Appendix 1: Troubleshooting Vista Infoworks

Problem: Web Page displays an "access denied" message in the top left-hand corner.

When: This occurs if Infoworks was installed and the user logged into Windows is not the user called 'Administrator'.

Solution: The INFOWORKS database contains information to only allow the Windows user Administrator to have access to the web site. This user can then allow other user accounts to view the web page. If however the Administrator Windows user is removed and the above message is displayed then this can be worked around by doing the following.

- Open the Infoworks Database in Enterprise Manager.
- The following tables:

OCW_User

OCW_UserDefault

have one row for the userId Administrator. Highlight the line and copy and paste this into a new row and change the UserId to be the user you are trying to log on as. The name is case sensitive. When new users are created within Infoworks, they will be properly setup.

Problem: In the section "Set up the Data Cubes", when selecting provider OLAP Services 8.0 there is an error message saying that the provider is no longer available.

Solution: Reinstall mdac 2.7. This is completed by executing the file found on the file server called \\VistaInstall\\Applib\\Setup\\Client\\mdac_typ.exe. If this does not solve the problem then download and install the latest version of Analysis services from the Microsoft site.

Problem: When processing all dimensions an error appears in the on-screen log that says "Processing Dimension 'Business Period' Failed No Changes have been made to the Database". Further down in the log there is a message saying "Analysis Server Error: Processing Error [Source Data contains no rows]".

Solution: Open HeadOffice and ensure that Business Periods have been created. Now open Query Analyser and execute the following statement: Execute spGenerateWeekPeriod.

Problem: No data in the cubes.

Solution: This happens if the business periods have not been set up.

Problem: Workspace settings not saving.

Solution: When workspaces are being configured, they can take some time to save e.g. 30 seconds. If they do not appear to save, it might be that Infoworks is still trying to save the settings. Try waiting longer after the save option has been taken.

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