

# Remote Inquisiq R3™ Installation Service Guide

## System Requirements

Both web and database server should meet the minimum requirements as outlined in the Inquisiq R3™ Installation Guide.

Additionally, your network should allow for proper name resolution and communication to occur between server(s) that are part of your installation. This includes but is not limited to the Web server, Database server and SMTP server.

## Required Software Installation

The Service does not include the installation, patching or updating of any software or components that are listed as Requirements in the Inquisiq R3™ Installation Guide. This includes but is not limited to:

- Microsoft Windows Server 2003 or 2008
- IIS Service
- SMTP Service
- SQL Server 2005 or 2008

If you have questions about what is required, please ask prior to turning your server over to us.

## What you will need to provide us:

### Remote Desktop Access

Either direct or through a VPN connection is acceptable, however a Remote Desktop Client on our workstation(s) must be able to connect directly to all server(s) that are part of your installation. We do not perform installations through WebEx, GotoMeeting or any other desktop sharing or web meeting software.

If we need to connect through a VPN, you will need to provide the VPN connection information.

### VPN Information

VPN IP Address/Hostname:

VPN Login:

VPN Password:

### Web Server Information

Windows OS (circle one): 2003/32bit    2003/64bit    2008/32bit    2008/64bit

Internal IP Address/Network Name:

External IP Address (if different):

*The Administrator* Password for the *Local Machine* (not a domain login):

Desired Installation Drive and Path (default is C:\Program Files\ICS Learning Group\Inquisiq R3\):

### Database Server Information

IP Address/Network Name:

SQL Instance Name (if specified):

Windows Login/Password:

sa Password:

Enable CLR (circle one): Yes    No

### SMTP Server Information

IP Address:

SMTP Service Port (Windows Default = 25):

SMTP Username (optional):

SMTP Password (optional):

## Software Configuration

In order to properly configure the software, please provide the following information:

Desired Domain Name:

Web Server Port (Default = 80):

Secure Web Server Port (Default = 443):

Desired Password for LMS Control Panel:

## Included and Excluded Components

### Domain Name Registration

If you are registering a new domain name to use with the software and choose to register it through us, your first year's registration fee is included. Renewals after the first year will be billed at our current rates at the time of renewal (currently \$30/year).

If you register your domain name elsewhere or are using a name that is not registered through us, this is not included.

### DNS Configuration

If you have registered your domain name with us or it is currently registered through us, your DNS Configuration is included (this includes SPF Record Configuration should it be required). If not, you are responsible for DNS and SPF Configuration.

## SSL Certificate Fees

Should you choose to use an SSL Certificate, you are responsible for all fees related to its purchase.

An SSL Certificate is required in order to use the Authorize.NET or PayPal PayFlowPro features of the software.

## SSL Certificate Installation

Should you choose to use an SSL Certificate, its *first* installation is included. This includes generating the CSR that is provided to the Issuing Organization and installation of the Certificate that is returned, however it does not include applying for the certificate, interacting with the Issuing Organization or resolving any issues with the Issuing Organization should they occur *unless you purchase the certificate through us*.

Our certificate provider is DigiCert; pricing varies depending on the certificate you choose, however we do not markup these prices.

Renewal installation or re-installation (may be required when adding names to a SAN Certificate) is not included and may be billed at our current rates at the time of re-installation (currently \$50 per installation).

## SMTP Configuration

If you intend to use the SMTP Service that is located on the Installation Web Server, its configuration is included. You are responsible for any other SMTP Configuration.

## PTR Configuration

Proper PTR record (also known as RDNS or Reverse DNS) configuration will help ensure that emails generated by the LMS are not flagged as SPAM by the recipient servers. PTR records are maintained by the owner of the IP address that you are using (most likely your datacenter or ISP) and you are responsible for coordination with them regarding setup.