



Perspective™

by PPM 2000

**Incident
management
from every
angle.™**

Update Instructions

Perspective by PPM 2000™

Version 3.3

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Minimum System Requirements

The following requirements are for Perspective™ operating in a traditional LAN/WAN environment with the web server component running on a separate Microsoft® IIS box. These configurations are for planning purposes only—please work with your PPM 2000 Account Manager for a specific assessment of your needs. These requirements apply to Perspective v.3.3, Perspective Integration Services™ v.3.3, Perspective DispatchLog™ v.4.0, Perspective e-Reporting™ v.2.0, Perspective Focal Point™ v.1.2, Perspective Mobile™, Perspective Visual Analysis™ v.3.3 and Perspective Workflow™ v.1.0.

	Minimum	Recommended
Client Machine		
Processor Speed	1.5 GHz	3 GHz+
Memory	1 GB	2 GB+
Operating System	Windows® Vista SP 2	Windows® 7 SP 1
.NET Framework	Version 4.0	Version 4.0
Web Browser	Internet Explorer® 7.0	Internet Explorer® 9.0
Third Party Application	Adobe® Reader® 7.0.5+ Microsoft Office® 2007 ¹ Sun Java™ Runtime Environment 6.0 U7 ² QlikView™ Analyzer Plug-in for Internet Explorer® ³	Adobe® Reader® 9.4.0+ Microsoft Office® 2010 ¹ Sun Java™ Runtime Environment 7 U15+ ² QlikView™ Analyzer Plug-in for Internet Explorer® ³
Mobile Device⁴	See <i>Perspective Mobile™ Supported Device List</i>	See <i>Perspective Mobile™ Supported Device List</i>
Web Services Server^{5, 6}		
Available Disk Space⁷	1 GB	1 GB
Processor Speed	2 GHz	2 GHz multicore or better
Memory	2 GB	4 GB+
Operating System	Windows Server® 2008 SP 2 64 bit	Windows Server® 2008 R2 SP 1 64 bit
.NET Framework	Version 4.0	Version 4.0
IIS—Internet Information Services⁸	IIS 7.0	IIS 7.5
C++ Runtime Libraries	C++ 2010 SP1 Runtime Libraries (x64) 10.40219	C++ 2010 SP1 Runtime Libraries (x64) 10.40219
QlikView™ Server⁹	64 bit Version 9 SR 2	64 bit Version 9 SR 2
SQL Server® Machine⁶		
Available Disk Space	2 GB	20 GB+, SCSI Hard Drive
Processor Speed	3 GHz	64 bit Server Dual Core or Multiple Processors
Memory	2 GB	4 GB+
Database Server¹⁰	SQL Server® 2008 Standard SP 1 or R2	SQL Server® 2012 Standard or Enterprise
Reporting Services	SQL Server® 2008 Reporting Services	SQL Server® 2012 Reporting Services

Deployment Note: Perspective client is deployed as a ClickOnce application, launched from Internet Explorer®; it has a zero client footprint and does not require administrative rights to launch.

Network Note: If single sign-on authentication or add from Active Directory® is used, the Active Directory® Services must be enabled on the Perspective Services' web server.

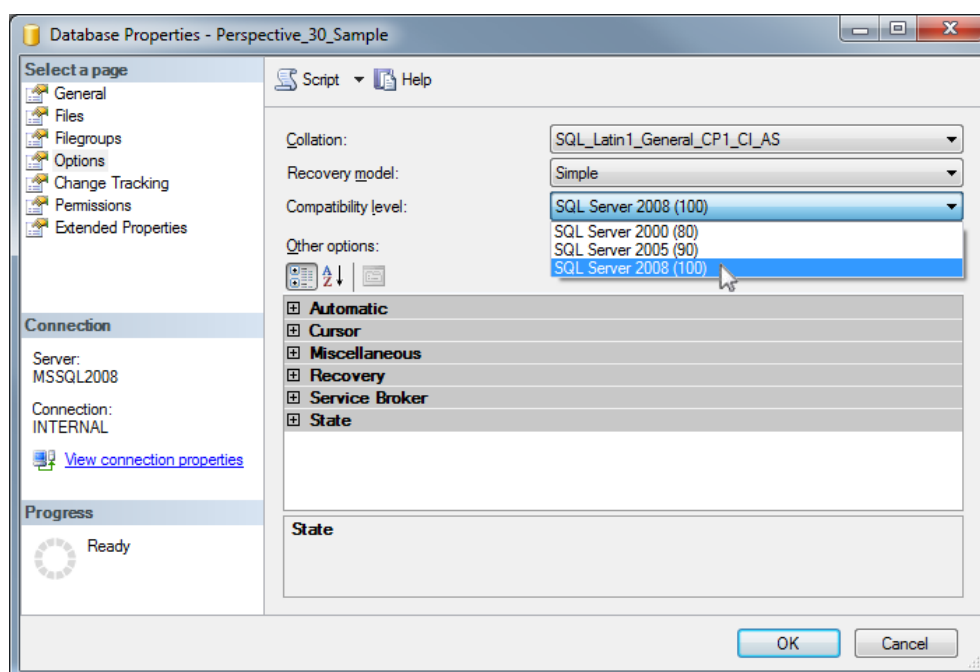
DTC Note: Perspective Integration Services requires the Microsoft® Distributed Transaction Coordinator (DTC) service to be installed and enabled on the Internet Information Services (IIS) for Windows® Web Server and the Microsoft® SQL Server® for Perspective.

1. This requirement only applies if using Outlook® email integration.
2. This requirement only applies to Perspective Visual Analysis.
3. This requirement only applies to Perspective Focal Point.
4. This requirement only applies to Perspective Mobile.
5. These requirements apply to Perspective, Perspective e-Reporting, Perspective Focal Point and Perspective Workflow.
6. These requirements are for systems with 5 to 25 concurrent users. For Perspective systems with less than 5 or more than 25 concurrent users, please contact your PPM 2000 Account Manager for a specific assessment of your needs.
7. Depending on the size of your Perspective database, more disk space may be required for Perspective Focal Point and Perspective Workflow.
8. Requires IIS 6 Management Tools installed.
9. This requirement only applies to Perspective Focal Point. A limited QlikView™ Server license is included with Focal Point.
10. SQL Server® 2008 Express is only supported for the Standard Edition of Perspective.

Update Instructions

1. Back up your Perspective SQL database.
2. Back up the **Perspective_Default.config** file in the Perspective Services Virtual Directory.
3. Ensure that your database is already upgraded to **Perspective v.3.2**.
4. In the **Compatibility Settings** of your SQL database, ensure your database is in compatibility mode for SQL 2008.

If it is not, open the **Microsoft SQL Management Studio**, expand **Databases**, right-click your Perspective database and select **Properties**. On the left-hand column, select **Options**. In the **Compatibility level** field, select **SQL Server 2008 (100)**.



5. If your database has not already been updated to version 3.2, please contact [Technical Support](#) for assistance in updating older versions. Legacy update scripts are provided in the previous updates folder with this installation.

Note: Do not proceed unless you have updated your Perspective database to Version 3.2.

For more information on running the installs, refer to the *Perspective Installation Guide*.

6. Uninstall **Perspective Services** through the Windows **Control Panel**. In Windows 7, this is found in **Programs and Features**; older versions use **Add/Remove Programs**.

Note: If updating from version 2.1 or earlier, you will need to have already uninstalled the Perspective client from each client machine.

7. If installed, uninstall any earlier versions of **Perspective Integration Services**.
8. Update the Perspective database using the **Perspective Install > Database Setup > Update** folder. Using a SQL query tool (e.g., SQL Server Management Studio), execute update scripts against the Perspective database.

You must run scripts one at a time to update your Perspective database version, depending on what version you're running. For example, if you are using Perspective 2.5, you will need to run the 2.5 to 3.0 update script, then the 3.0 to 3.1 and 3.1 to 3.2 update scripts, and finally the script to update from 3.2 to 3.3. These scripts are available from PPM.

The scripts to update from Version 3.2 to 3.3 is **SQLScript_Update_32_To_33.sql**.

9. Repeat step 8 for each Perspective database you are running (e.g., test, production).
10. Update reports using the **Perspective Install > Reports Setup** folder:
 - a. Edit the **PublishServerReports.bat** file to target the SQL Reporting Services server.
 - b. Save and execute the file.

If this is your first time working with SQL Reporting Services, please read through the *Perspective Installation Guide*.

Note: If you are using Windows[®] authentication, additional configuration of the Reports data source may be required.

11. Install Perspective Services 3.3 using the **Perspective Install > Web Service Setup > Perspective Services** folder. Run **setup.exe** to install the updated Perspective Services.

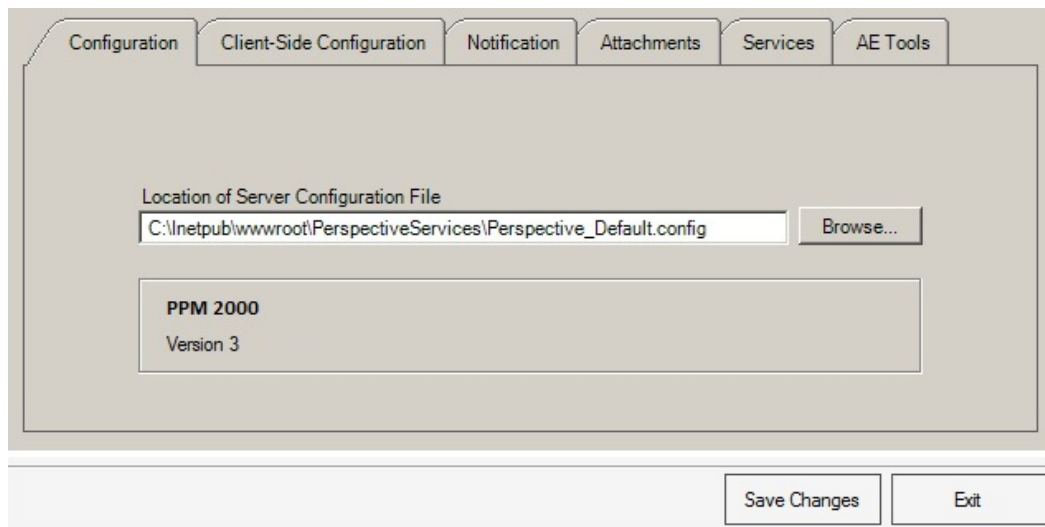
If this is your first time working with Perspective Services, please read through the *Perspective Installation Guide*.

Note: Perspective Services may prompt you for the installation of C++ runtime libraries. Please refer to the Standard Install > Perspective Services (Application Web Server) section of the Perspective Installation Guide for more information.

12. Install Perspective Service Manager (see the *Perspective Installation Guide* for details).
13. *Optional:* Install Perspective Integration Services using the **Perspective Install > Web Service Setup > Integration Services** folder. Run **setup.exe** to install the updated Perspective Integration Services.

If this is your first time working with Perspective Integration Services, please read through the *Perspective Installation Guide*.

14. Configure connections using Perspective Service Manager:
 - a. Click the Windows **Start** button, highlight **All Programs** (just **Programs** in earlier versions of Windows), highlight **Perspective Services**, and launch **Perspective Service Manager**.
 - b. Under the **Configuration** tab, verify the location specified in the **Location of Server Configuration File** field. The field should be automatically populated with the default location of the **Perspective_Default.config** file in the **Perspective Services Virtual Directory**. If necessary, use the **Browse** button to point to the correct location.



- c. In the **Client-Side Configuration** sub-tab, enter the **Server URL** for the client folder.
- d. Verify the **Notification** and **Attachments** settings, and make changes as required.
- e. Under the **Database** tab, enter the primary database information. This information can be copied from within the **Perspective_Default.config** backup file. Add secondary databases, if required.
- f. Under the **Product Validation** tab, enter your **Hard Coded Company Name** and **Master Key**, and click **Validate**.

Note: This step requires an Internet connection to download your encrypted license file from PPM 2000's licensing server. If you do not have Internet connection or have issues

communicating with the license server, please contact Technical Support to provide you with a license file in LIC format you can manually use to validate.

- g. Verify the **Quick Find Indexing** and **Services** settings, and make changes as required.

Note: If updating from a version earlier than 2.5, you may need to update your Analysis Expert (AE) queries. Please contact Technical Support for assistance.

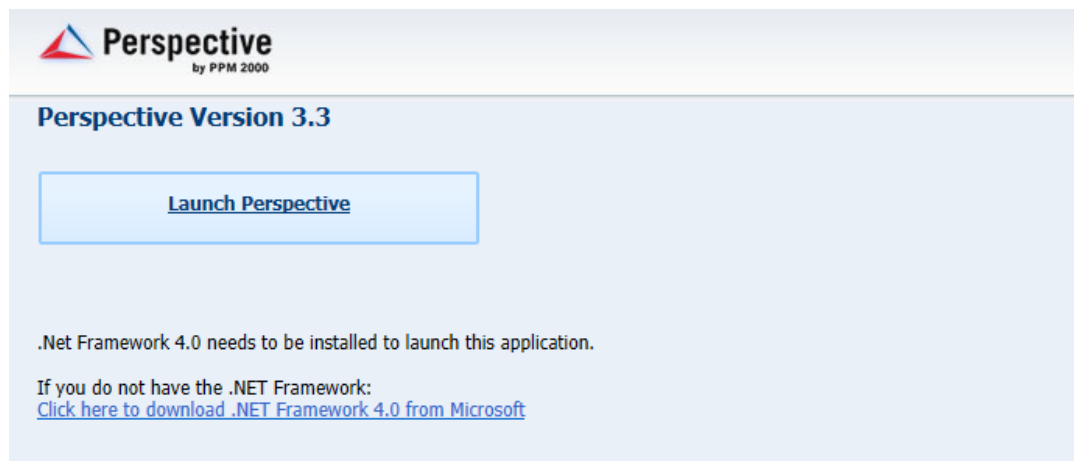
- h. Click **Save Changes**, then click **Yes** when prompted for confirmation.
- i. Close Perspective Service Manager and restart IIS.

For detailed instructions on using the Perspective Service Manager, please read through the *Perspective Installation Guide*.

- 15. *Optional:* If using Integration Services, uninstall any previous versions of Perspective Integration Services and install its latest version. Instructions on the installation procedures are found in the *Perspective Installation Guide*.

Note: This update is necessary only for installations currently using Integration Services.

- 16. Double check your IIS settings:
 - a. View settings of the Perspective Services 3.3 Application Pool.
 - b. Ensure **Enable 32 Bit Applications** is set to **FALSE**. If it is not, change accordingly.
- 17. Launch the Perspective Version 3.3 client from the host Perspective Services default web page (e.g., <http://IISServer/PerspectiveServices>) on each client machine. Your default web page should look like the screenshot below. Refer to the *Perspective Installation Guide* for more information.

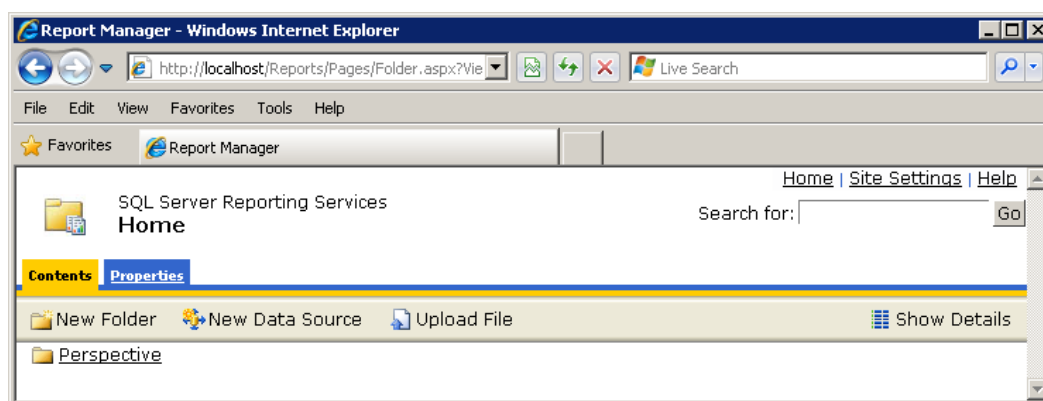


Note: If installing clients using the MSI package, ensure that previously installed Perspective applications on client machines have been uninstalled first. To install Perspective on client machines using the MSI package, please refer to the Perspective Installation Guide.

Testing Perspective Implementation

1. Go to the Perspective Services URL and confirm that the page loads properly:
http://<localhost>/perspectiveservices, where **<localhost>** is the appropriate local host address on your network.
2. Go to the Perspective Services page and confirm that the page loads properly:
http://<localhost>/perspectiveservices/service.asmx, where **<localhost>** is the appropriate local host address on your network.
3. Go to the Report Manager page and confirm that the page loads properly:
http://<reportservername>/reports, where **<reportservername>** is the appropriate address for the reports server on your network.

*Note: If your Report Manager page does not display correctly, run the **PublishServerReports.bat** file included in the **Perspective Install > Reports Setup** folder.*



4. Logon to the Perspective client—preferably not on the server itself—using your Perspective administrator user name and password.
5. Once you have logged on successfully, click on the **Reports** button in the Navigation pane (on the left-hand side of the screen) and confirm that all reports are listed. The easiest way to confirm that the client-side reports are working is to verify that there are reports listed under the **Detail Reports** heading, such as the Incident, Person and Vehicle Reports.
6. To confirm that the server-side reports are working, select **Test Report** and click **Preview**. If you receive an error message, please call the Technical Support team at 1-877-776-2995.

Note: The Report version should display as 3.3, while the Database version should display as 3.3.0.

7. To also confirm you are connected to the correct database, run the **Workgroup List** report and verify the workgroups listed.

Contact Information

Technical Support

Toll Free: 1-877-776-2995
Phone: (780) 448-0616
Email: support@ppm2000.com

PPM 2000

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