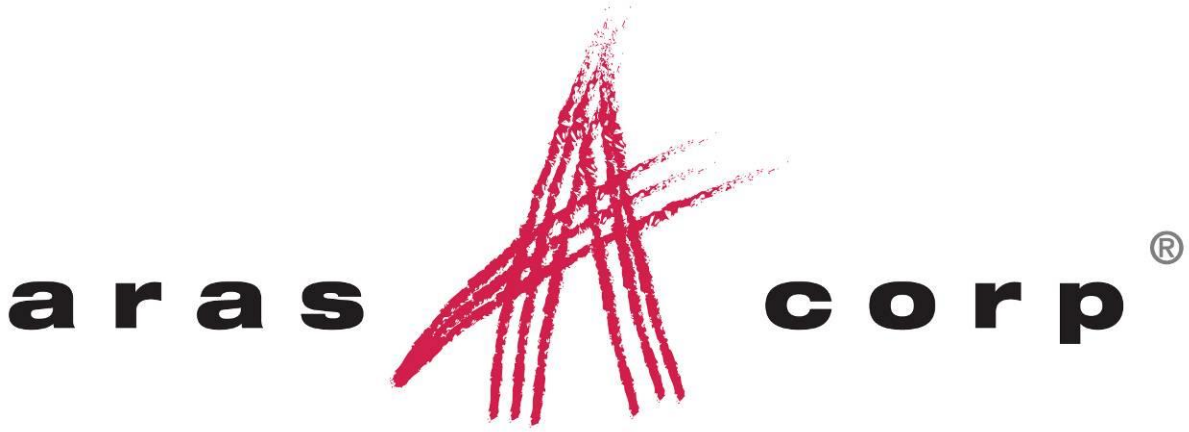
Aras Innovator Installation Guide



Aras Innovator 10.0

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1 Overview

Aras Innovator is a Web-based system for providing control and distribution of product information throughout the internal and extended enterprise and during the entire life cycle of a product. Aras Innovator is more than typical document management – it links configuration management, workflow, and dynamic tracking of product data. By leveraging the infrastructure of the Internet, suppliers and customers can become more tightly involved within a product life cycle, which directly improves process efficiency, speed, quality, and lowers overall cost of business.

Aras Innovator is enterprise software that is 100% browser-based making it easy to use, learn, and administer. Aras Innovator is an open solution based on standard Internet protocols such as HTTP/HTTPS, SOAP, and XML making integration with legacy applications straightforward and fast.

1.1 Getting Started

This document provides detailed instruction for the installation of a new Aras Innovator server instance. The steps detailed in this document are intended to allow a novice administrator to install Aras Innovator. However, more general knowledge of system administration, databases, and high-level programming (HTML, JavaScript, C#) is required to fully customize an Aras Innovator package with required business rules.

The following is the sequence of steps to fully install and ready Aras Innovator for customization.

Verify System Prerequisites

Aras Innovator Server/Vault Server Installation

Client Setup

Aras Innovator Server/Vault Server Uninstall

Note: The following installation and setup process assumes that the Aras Innovator Server instance, the Web Server, the Vault Server and the Aras Innovator Database are located on the same machine. However, each of these components can be located on different machines as long as the host and directory paths can be resolved over your network.

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2 Prerequisites

Aras Innovator requires several components for proper operation:

- Web Server
- Database Server
- File Server

2.1 Minimum System Requirements

Following is a list of **Minimum System Requirements** to properly install and operate Innovator.

2.1.1 Client

Platform

Component	Platform	Revision
Operating System	MS Windows	Windows 8 Windows 7
	MAC	OS X 10.8 (Mountain Lion) OS X 10.7 (Lion)
Web Browser	MS Internet Explorer	10 or 9
	Mozilla Firefox	24 ESR
.NET	.Net Framework	3.5 SP1 (IE Only)

Configuration

System Requirement	
Processor Speed	2.0 GHz
Free Disk Space	80.0 MB
Main Memory	2.0 GB
Monitor	1024x 768 resolution with 16-bit color.

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2.1.2 Server

Platform

Component	Platform	Revision
Operating System	MS Windows Server	2012 2008 R2
Web Server	MS Internet Information Server	8 7
.Net	.Net Framework	4.0
Relational Database	MS SQL Server	2012 2008 R2
Report Server (Optional)	MS SQL Server	2012 2008 R2

Configuration

System Requirement	
Processor Speed	2.0 GHz
Free Disk Space	1.0 GB
Main Memory	4.0 GB
Monitor	1024x 768 resolution with 16-bit color.

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Network

Configuration

System Requirement	
Network	Microsoft TCP/IP Ethernet Network Adapter
File systems	NTFS

Note: Administrative privileges are required for each server component to be properly installed and/or configured.

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2.2 Obtaining a Framework License

Aras Innovator software requires a special license key in order to run. The license key is unique to each server running the Innovator software. In order to obtain a license key, you must know the MAC address of your server.

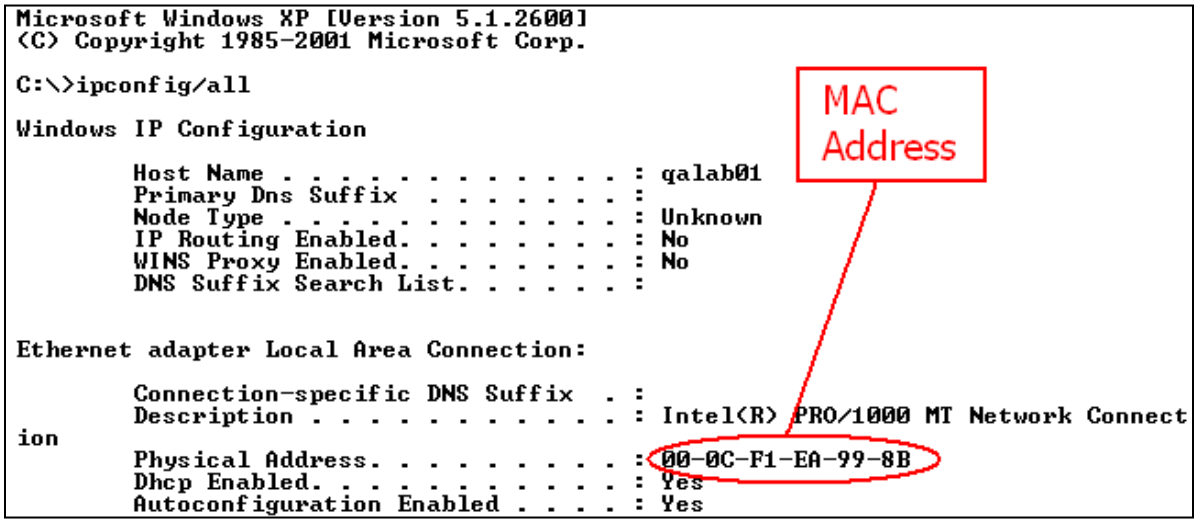
To **automatically generate a License Key** visit the licensing page at http://www.aras.com/support

2.2.1 Obtaining your server MAC address

The MAC Address (Physical Address) of the Aras Innovator server is required in order to generate a license key. The MAC address has the following format: 00-50-04-2A-C1-E2. This machine id can be determined by running the following command in a Command Prompt window:

```
C:\>ipconfig/all
```

The command will return the machine's configuration information, including the Physical Address (MAC address) as below:



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2.2.2 Requesting a Framework License

Once you have obtained the MAC Address of your server go to licensing page on the Aras website to **automatically generate a License Key** at http://www.aras.com/support

Alternately, community member with an active subscription package can send an email to licenses@aras.com or to your account representative in the following format:

- Subject – "Framework License needed"
- Body
    - Mac Address of the machine being installed on
    - Version of Innovator

You will receive a reply containing the following information

- License Key generated

Be prepared that the Aras Innovator Setup Wizard will request this information, so have it ready.

2.2.3 Upgrading from Previous Versions

The Aras Innovator Installer **cannot** be used to upgrade your Aras Innovator code tree or database from a previous version of Aras Innovator.

The version of the database and the version of the code tree must match.

If you wish to upgrade from a previous version of Aras Innovator, please review the *Aras Innovator – Release Notes* to see what path to take or contact Aras at info@aras.com to discuss your upgrade options.

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3 Aras Innovator Install

3.1 .Net Client Configuration

The *Aras Innovator - Installation Guide* will walk you through the steps needed to install Aras Innovator and upon completion your IT System Administrators should review the relevant document for client settings configuration.

- *Aras Innovator 10.0 - Client Settings for Internet Explorer on Windows*
- *Aras Innovator 10.0 - Client Settings for FireFox on Windows*
- *Aras Innovator 10.0 - Client Settings for FireFox on MAC*

The document will walk you through the necessary steps to configure client PC machines to run the Aras Innovator software. These documents can be found in the Documentation folder of the Aras Innovator CD image.

3.2 Installing Aras Innovator Server

The Aras Innovator installation file may be obtained from the Aras Innovator CD Image. It is recommended not to delete this copy of the MSI file when the installation is complete.

3.3 Run the file InnovatorSetup.msi

Double click on the file InnovatorSetup.msi to start the Aras Innovator Installer.

3.3.1 Welcome page

The first screen of the Installer is shown below. Click "Next" to proceed or "Cancel" to exit setup.

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3.3.2 License Agreement

Please read the license agreement carefully before agreeing and proceeding with the install.

This screen allows you to print the license agreement using a rich text editor, such as Wordpad, by selecting the **Print** button. The **Next** button will remain disabled until "I accept the terms in the license agreement" is selected.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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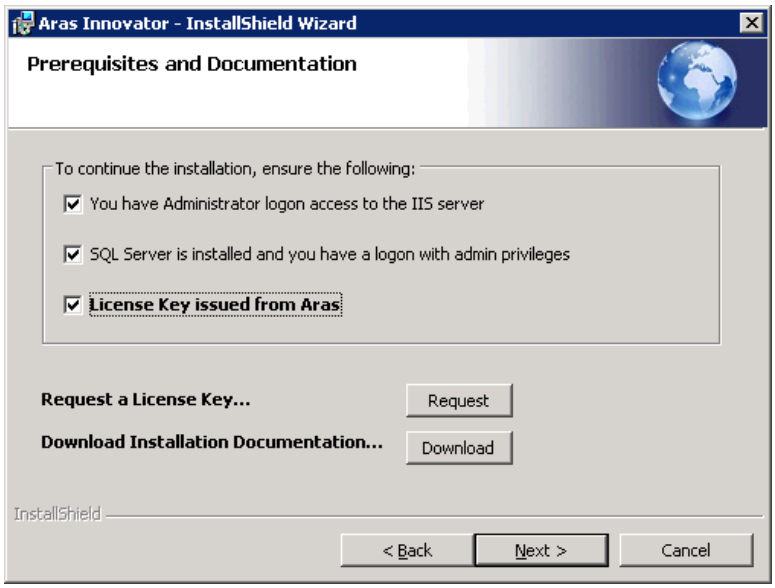
3.3.3 Prerequisites and Documentation

Please ensure you have reviewed the *Aras Innovator – Installation Guide* and have all necessary components installed and configured on the server.



These checks are provided as reminders of some of the requirements for installation.

- "You have Administrator login access to the IIS server"
    - You have administrative right on the computer you are installing to, and have the IIS server installed and configured.
- "SQL Server is installed and you have a login with admin privileges"
    - You have installed a MS SQL Server instance on the database server
    - You must have SQL Server Authentication enabled
    - You know the SQL Server login/passwords needed for installation.
- "**License Key issued from Aras**"
    - If you have not obtained a license key at this time, please do so now.
    - See also Obtaining a License Key
- "**Request a license key…**"
    - Select the "Request" button to automatically go to the license request page at http://www.aras.com/support/
- **"Download Installation Documentation…"**
    - Select the "Request" button to automatically go to the documentation page at http://www.aras.com/support/

The **Next** button will remain disabled until all three selections are checked.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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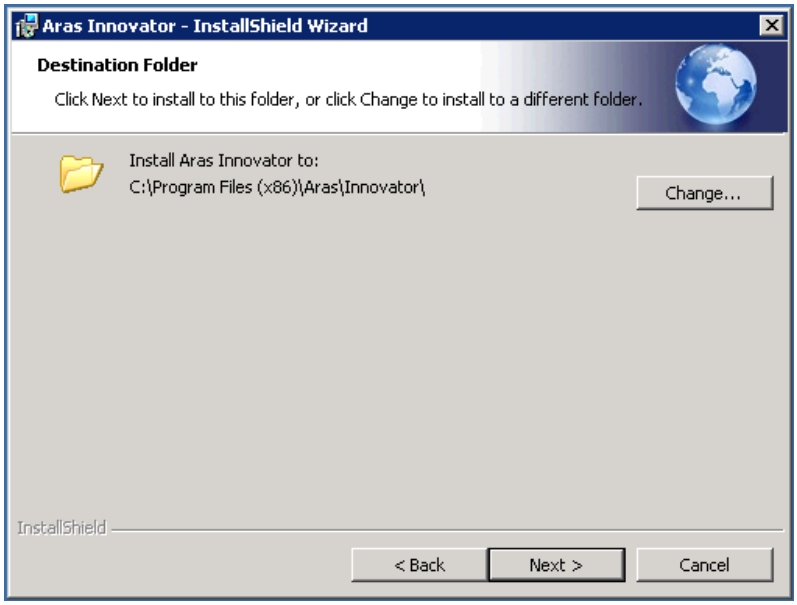
3.3.4 Aras Innovator Destination Folder



This screen allows you to pick the directory to which Innovator will be installed. By default it is "C:\Program Files (x86)\Aras\Innovator" but you can click **Change…** to select a directory of your choice. This document will assume the default value.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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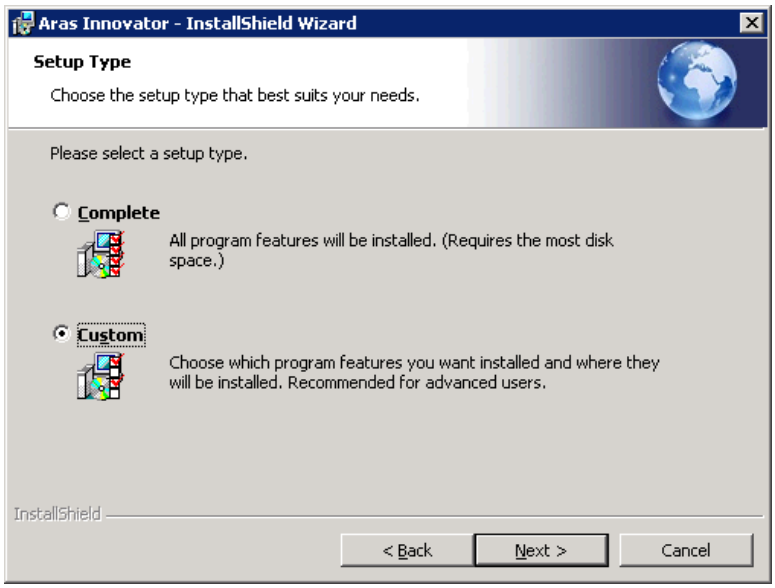
3.3.5 Setup Type



Specify either the Complete or the Custom option for installation. The Complete option will install Innovator with all features. The Custom option allows the user to select only the feature set necessary. The default installation will install the Innovator Server, Vault Server, and Database Server. In a default installation, "Custom" will be selected and the Conversion Server will not be installed.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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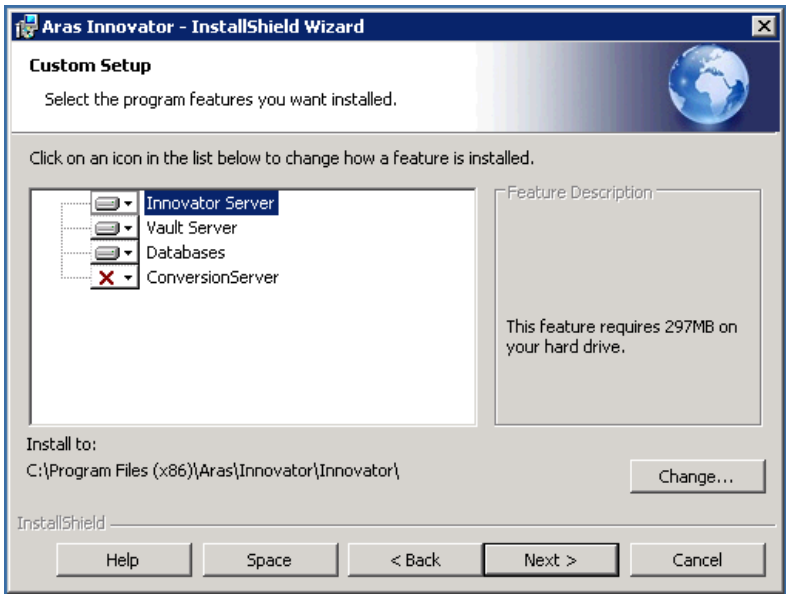
3.3.6 Custom Setup



If you chose Custom Setup, you will see this screen next. (If you chose Complete, go on to the next section.) Choose the features of Aras Innovator you want installed: *Innovator Server* and/or *Vault Server* and/or *Databases* and/or *Conversion Server*. Select the services by changing the dropdowns to the left of each option. Note the extra button on this dialog, here is what they do:

- **Change...** - allows you to specify the install directory.
- **Help** - gives help on this screen.
- **Space** - will show disk size requirements and availability.

Note: This document will assume a custom installation was chosen, excluding the Conversion Server. It is assumed the Conversion Server will be installed on a separate server from the Innovator Server in a production instance. If you choose only one option it will represented only by a subset of screens featured here.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup

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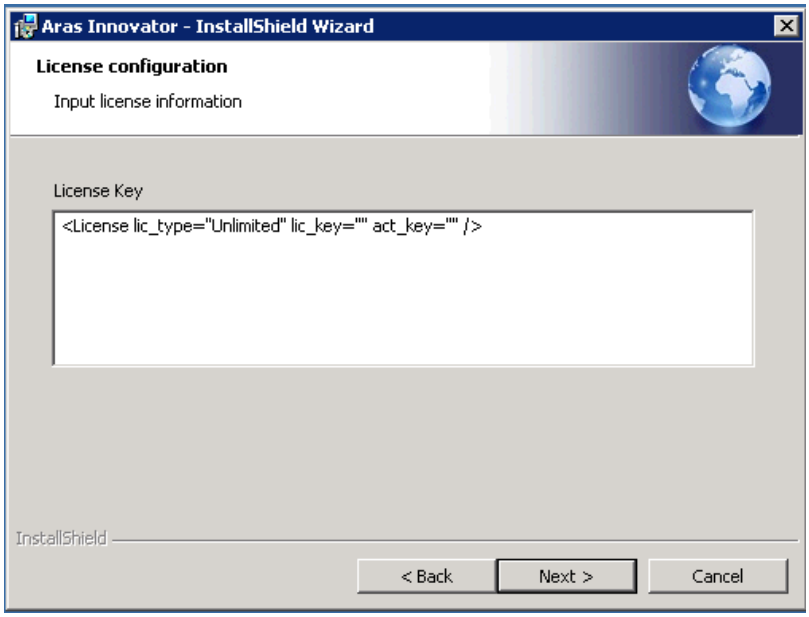
3.3.7 License Configuration



License Key: A Framework License key obtained from Aras Corporation. If you have not obtained a license key at this time, please do so now. (See also Obtaining a License Key)

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup

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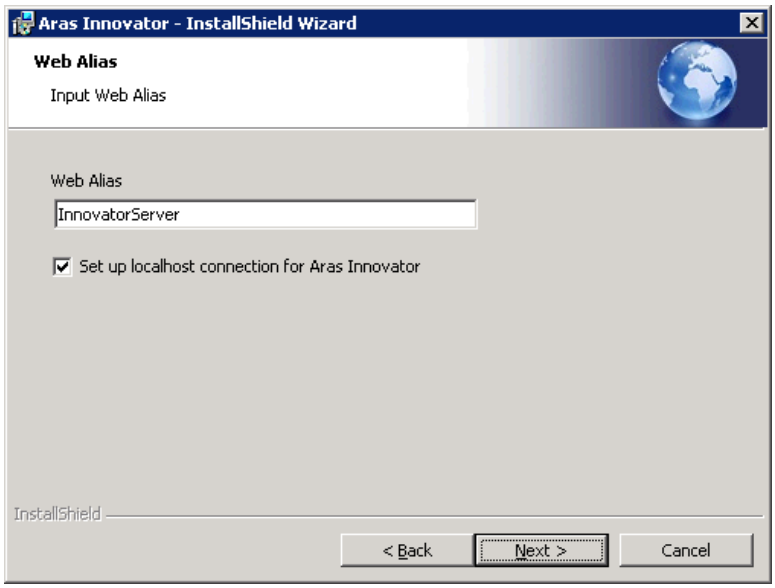
3.3.8 Server Web Alias Setup



Web alias - Web Alias is used to create the virtual directory for the Innovator Server and therefore to access Aras Innovator. To access Aras Innovator, you will type a URL of the form:

http://<servername>/<web_alias>

For example, if you were to select the default Web Alias "InnovatorServer", then you will access it as:

http://<servername>/InnovatorServer

Where <servername> is the name or IP address of the server hosting Aras Innovator (if it is installed locally then you can just refer to the server as "localhost")

It is recommended that you follow standard web alias restrictions when selecting a name. If you are unsure what this means, please restrict yourself to alphanumeric characters. It is also recommended that the complete URL not contain underscore characters, because it can interfere with the loading of session cookies.

Set up localhost for Aras Innovator – This option is intended for evaluation purposes only. This will reset the permissions for the Local Intranet Zone of Internet Explorer, and add a .NET Security Policy for http://localhost/<web_alias> to the installation machine. A desktop icon will be added at the end of the installation, giving you instant access to the installed Aras Innovator via Internet Explorer, with the minimum required permissions. It is not recommended to use this option when installing to a production server.

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3.3.9 SMTP Setup

This screen allows you to specify the SMTP server to be used within Aras Innovator to send emails on lifecycle promotions, workflow tasks, etc.

In the SMTP Server field, specify a direct URL to your SMTP Server. This will allow Aras Innovator to send email directly to your SMTP Server for immediate processing.

The SMTP Server value is set to "queue" by default, but should be updated to point to a valid SMTP server on your network.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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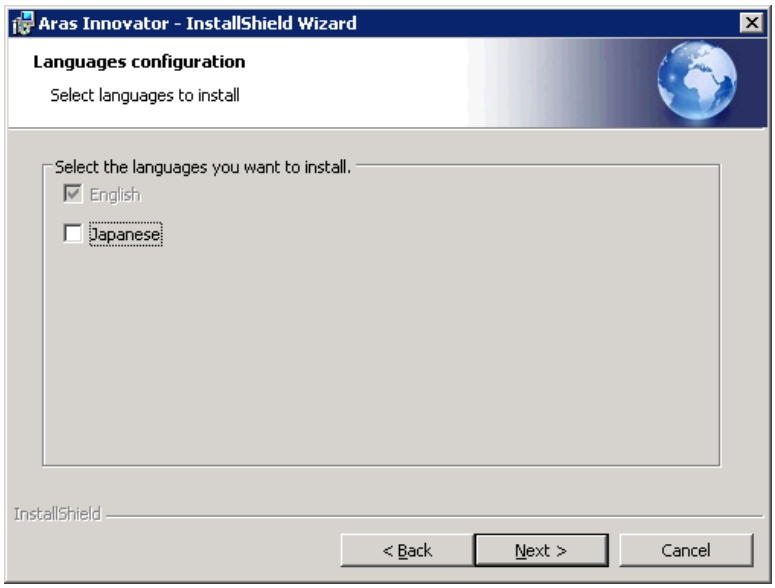
3.3.10 Language Configuration

This screen allows you to choose what additional languages to install.



English – By default the en-US locale is installed with the English language.

Japanese – Selecting this option will install the ja-JP locale with the Japanese language.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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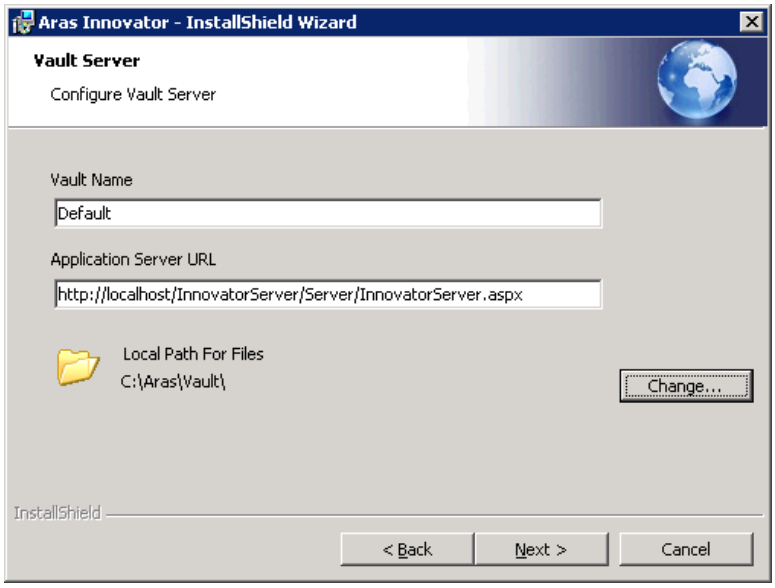
3.3.11 Vault Server Preferences

This screen allows you to specify the Vault Name, the Application Server URL, and the local path for files for the Vault Server which is used with the Aras Innovator Server.



- **Vault Name** - The Vault instance to be installed. All new instances of Innovator must contain one vault named "Default". Alternate or additional vaults may be configured separately after the initial installation.
- **Application Server URL** - since Vault Server is not a standalone application, and is useful only along with the Aras Innovator Server, this field allows you to specify the Application Server URL for the instance of Aras Innovator you are going to use with this Vault Server. The Application Server URL is of the following format:

  http://<servername>/<web_alias>/Server/InnovatorServer.aspx

  Where:

  - <servername> is the name of the server where the Innovator Server is running. For example, if it is running on the local machine, the server is "localhost"
  - <web_alias> is the name of the Aras Innovator Server Virtual Directory and consequently the name that is used to access the Aras Innovator Server. This is the same Web Alias that you specified earlier in Server Web Alias Setup.
  - A best practice is for a standard install is http://localhost/$[HTTP_PATH_SERVER]/Server/innovatorserver.aspx
- **Local Path For Files** - the full local path to the directory on this machine where you would like the files to be stored. This folder should be in a location where there is sufficient disk space to accommodate the files you expect users to check into the system, and should also be in a location where the files will not be

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deleted by processes other than the Vault Server, as these files are being managed by Aras Innovator.

- A best practice to select a folder with a known label that will not be deleted in a location with adequate disk space.
- The installer will default to the local drive with the most available disk space and recommend the \Aras\Vault folder. (Example: C:\Aras\Vault)

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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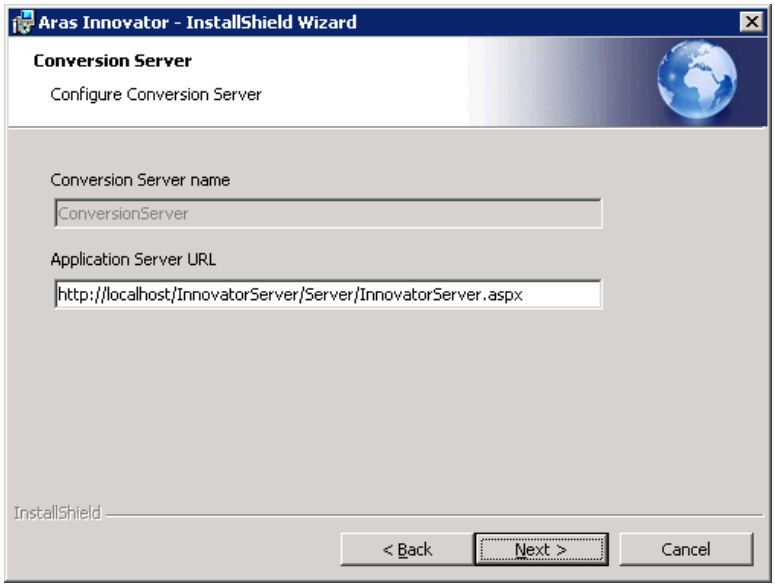
3.3.12 Conversion Server Preferences (Optional)

This tier of the installation is disabled by default as Conversion Servers are typically installed on a separate server in production. If you are not installing a Conversion Server on the same Server as the Innovator Server, skip to section 3.3.13.

This screen allows you to specify the Conversion Server Name and the Application Server URL for the Aras Innovator Server.



- **Conversion Server Name** - The Conversion Server instance to be installed. If the Innovator Server is being installed as well, this field will be disabled.

  This will be the name of the application installed in IIS. Additional Conversion Servers may be configured separately after the initial installation.

- **Application Server URL** - since Conversion Server is not a standalone application, and is useful only along with the Aras Innovator Server, this field allows you to specify the Application Server URL for the instance of Aras Innovator you are going to use with this Conversion Server. The Application Server URL is of the following format:

  http://<servername>/<web_alias>/Server/InnovatorServer.aspx

  Where:

  - <servername> is the name of the server where the Innovator Server is running. For example, if running on the local machine, this is "localhost"
  - <web_alias> is the name of the Aras Innovator Server Virtual Directory. This is the same Web Alias that you specified earlier in Server Web Alias Setup.

Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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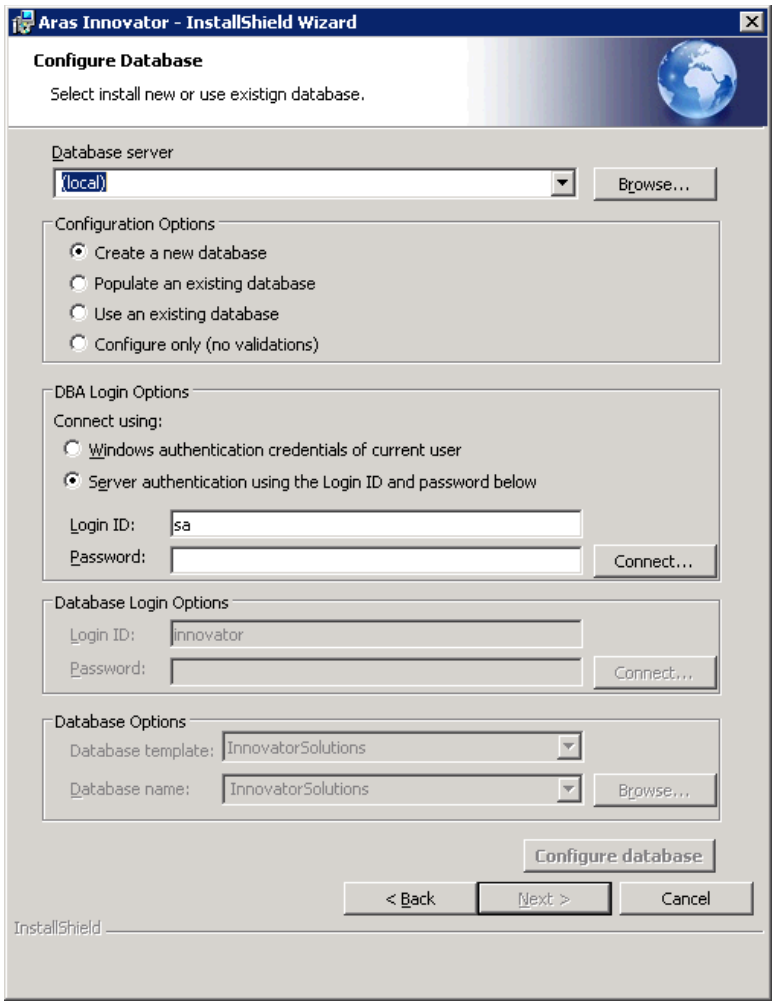
3.3.13 Configure Database

This screen allows you setup one or more Aras Innovator databases. You must have SQL Server Authentication enabled on your Microsoft SQL Server instance to install and run Aras Innovator.



- **Database Server** – This refers to the SQL Server instance you wish to install to. By default this is set to the first available SQL Server instance on the local machine, but can be set to any valid SQL Server Registration instance. To set this value, simply key in the name of a known instance or select "Browse…" to see what SQL Server registrations the installer recognizes as available.
- **Configuration Options** – This is the method by which you choose to install the Aras Innovator database. Each option will be explained separately in the following four sub-sections.

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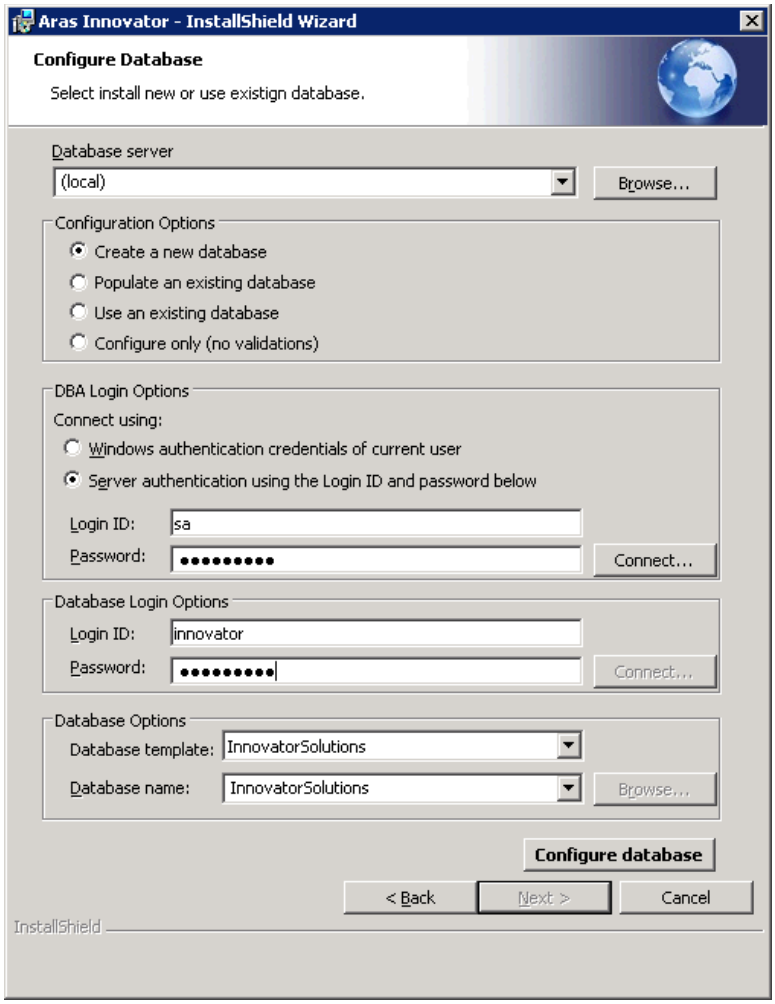
3.3.13.1 Create a new database

This option is used to create a new database. This is the most common configuration for new installations of Aras Innovator.



- **DBA Login Options** – In order to install a database, we must first connect to the database server. There are two methods of establishing a connection to the database server.
    - Windows Authentication – Connect to SQL server as the current logged in user.
    - SQL Server Authentication – Connect as the SQL Server Administrator
        - **Login ID** – the login of the DBA with permissions to create new databases. Check with your system's DBA what this parameter should be.

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        - **Password** – the password for the login used to create the database. Again, check with your system's DBA what this parameter should be.

    You will need to select "**Connect…**" once the login options have been filled out. This will allow the installer to confirm connection to the SQL Server instance before proceeding.

- **Database Login Options** – **Create a new database** will also create the *innovator* database user and the SQL Server login defined in this section of the Configure Database screen with privileges as a database owner of the database created. The *innovator* database user must be the database owner in MS SQL Server and does ***NOT*** use the SA login to log into the database. (See also Database Owner Configuration)
    - **Login ID** - This is the login that will be used by the *innovator* database user. The installer will map this login to the *innovator* database user after the *innovator* database user is created. The installer will be creating the *innovator* database user with rights as a database owner. This user will be used to create all Aras Innovator objects in the database. *Do not use the SA login.*
    - **Password** - You need to specify the password for the database user login that will be configured.
- **Database Options –** The name and type of database to be installed.
    - **Database Template** - Select either Innovator Solutions or Innovator Core as the template to be used for the creation of the new database. The Innovator Core database contains only the core data structures of Aras Innovator. The Innovator Solutions database includes the core components plus additional data elements for the Program Management, Product Engineering and Quality Planning solutions.
    - **Database Name** - Specify the name you wish your new Aras Innovator SQL Server database to be called or accept the default name provided.

When all fields are complete, select "**Configure Database**" to install the database.

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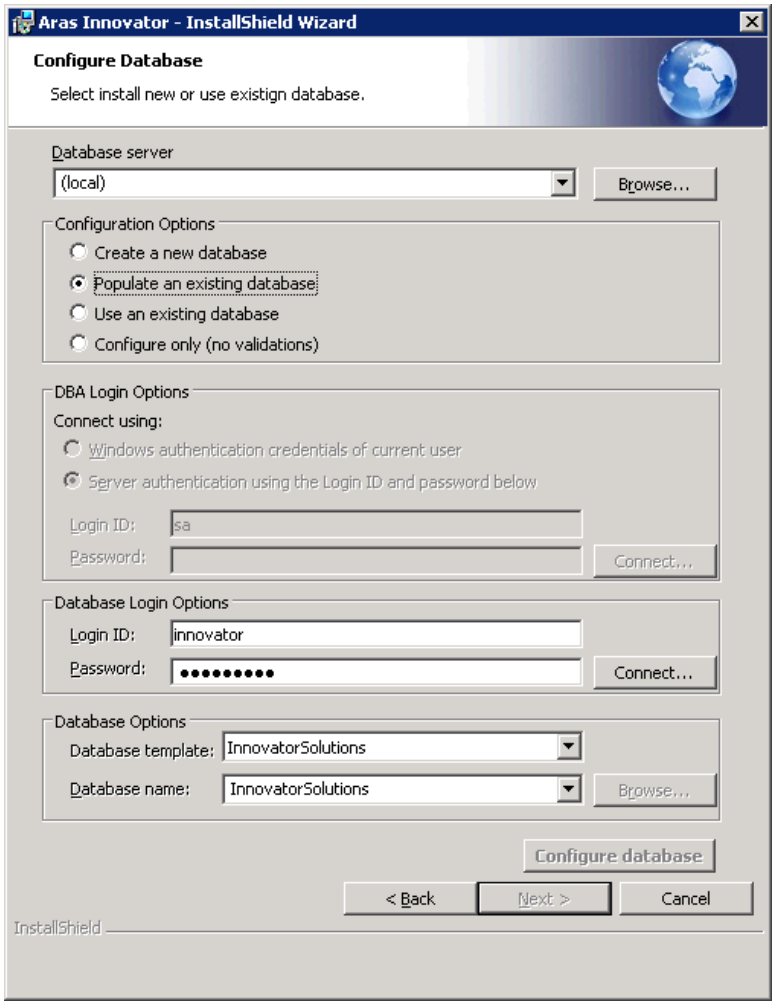
3.3.13.2 Populate an existing database

This option is used to populate an existing empty database with the required data and to add this data base to the Aras Innovator configuration file to be used with this installation of Aras Innovator. You must know the user login mapped to the *innovator* database user to use this option. This option is used when only the login associated with the *innovator* user is known.



- **Database Login Options** – This is the login associated with the *innovator* database user, and must be the database owner in MS SQL Server but does ***NOT*** use the SA login to log into the database. (See also Database Owner Configuration)
    - **Login ID** - This is the login that is used by the *innovator* database user. This user will be used to create all Aras Innovator objects in the database. *Do not use the SA login.*
    - **Password** - You need to specify the password for the database user login.

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You will need to select "**Connect...**" once the login options have been filled out. This will allow the installer to confirm connection to the SQL Server instance before proceeding.

- **Database Options –** The name and type of database to be installed.
    - **Database Template** - Select either Innovator Solutions or Innovator Core as the template to be used for the creation of the new database. The Innovator Core database contains only the core data structures of Aras Innovator. The Innovator Solutions database includes the core components plus additional data elements for the Program Management, Product Engineering and Quality Planning solutions.
    - **Database Name** - Specify the name of the database you are installing to. This value may be keyed in or select "Browse…" to see what SQL Server registrations the installer recognizes as available.

When all fields are complete, select "**Configure Database**" to install the database.

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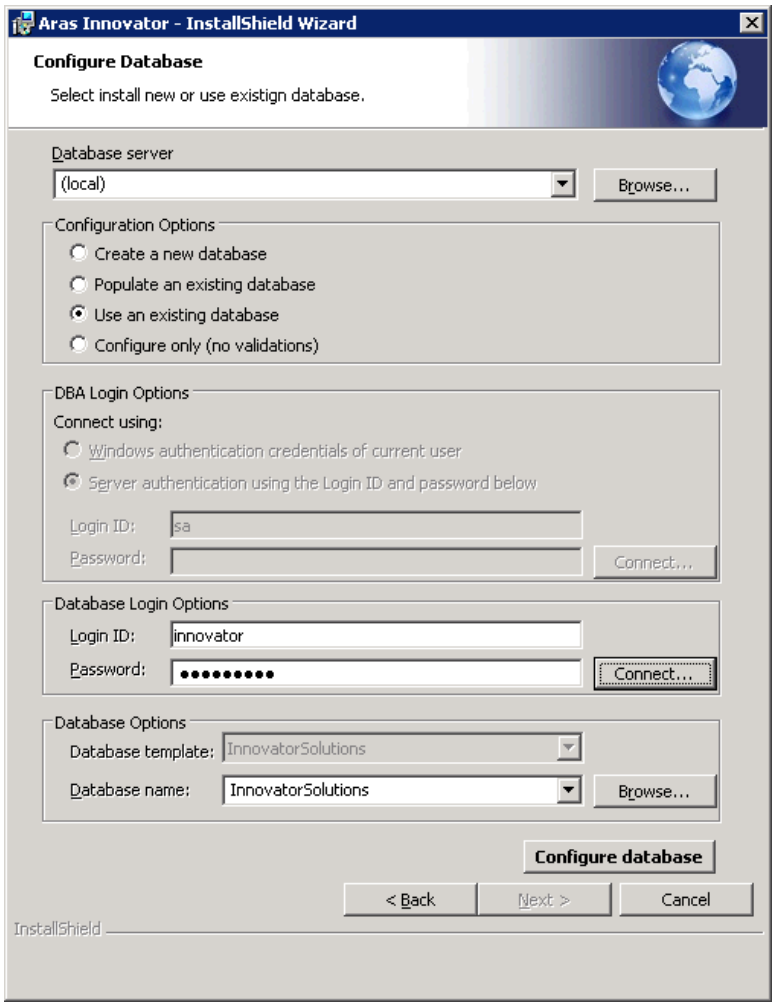
3.3.13.3 Use an existing database

This option is means to add an existing Aras Innovator database to the configuration file used with the newly installed Aras Innovator. The database must be compliant with the version of Aras Innovator being installed; meaning that the data it is populated with must be compliant with the current version of Aras Innovator. Also, you must know the user login mapped to the *innovator* database user.



- **Database Login Options** – This is the login associated with the *innovator* database user, and must be the database owner in MS SQL Server but does ***NOT*** use the SA login to log into the database. (See also Database Owner Configuration)
    - **Login ID** - This is the login that is used by the *innovator* database user. This user will be used to create all Aras Innovator objects in the database. *Do not use the SA login.*
    - **Password** - You need to specify the password for the database user login.

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- **Database Options –** The name and type of database to be installed.
    - **Database Name** - Specify the name of the database you are installing to. This value may be keyed in or select "Browse…" to see what SQL Server registrations the installer recognizes as available.

When all fields are complete, select "**Configure Database**" to install the database.

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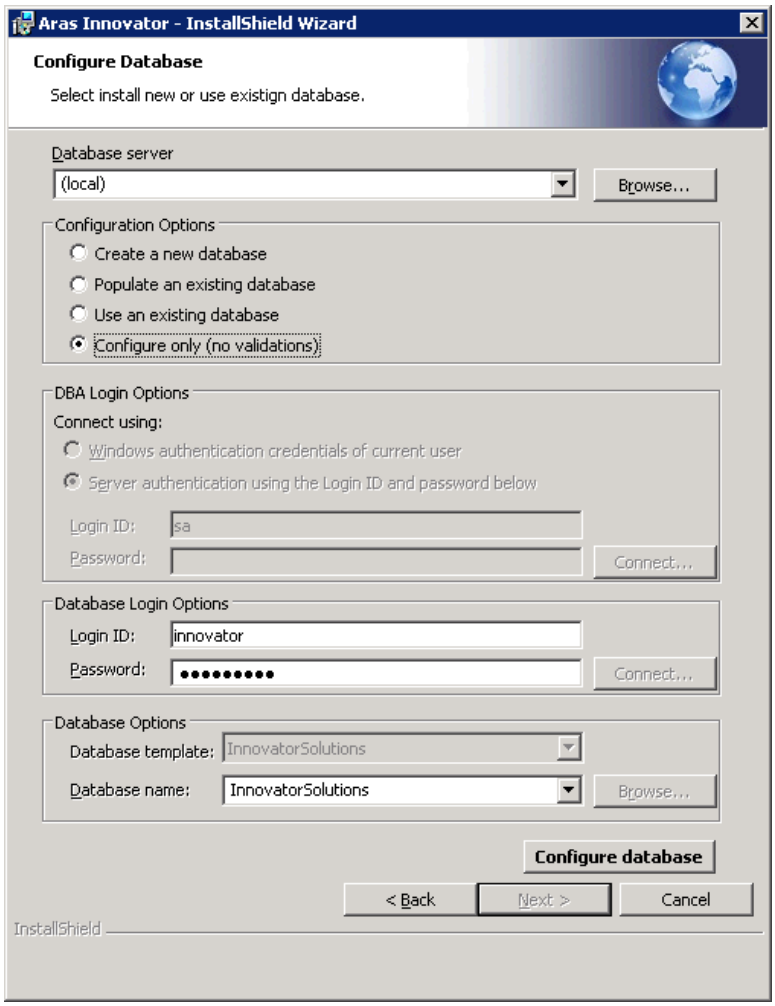
3.3.13.4 Configure only (no validations)

This option is means to add an existing Aras Innovator database to the configuration file used with the newly installed Aras Innovator. The database must be compliant with the version of Aras Innovator being installed; meaning that the data it is populated with must be compliant with the current version of Aras Innovator. Also, you must know the user login mapped to the *innovator* database user. The difference between this option and "Use an existing database" is that the login will not validate the login credentials against the database. This option is mainly provided for development purposes.



- **Database Login Options** – This is the login associated with the *innovator* database user, and must be the database owner in MS SQL Server but does ***NOT*** use the SA login to log into the database. (See also Database Owner Configuration)
    - **Login ID** - This is the login that is used by the *innovator* database user. This user will be used to create all Aras Innovator objects in the database. *Do not use the SA login.*

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- **Password** - You need to specify the password for the database user login.

- **Database Options –** The name and type of database to be installed.
  - **Database Name** - Specify the name of the database you are installing to. This value may be keyed in or select "Browse…" to see what SQL Server registrations the installer recognizes as available.

When all fields are complete, select "**Configure Database**" to install the database.

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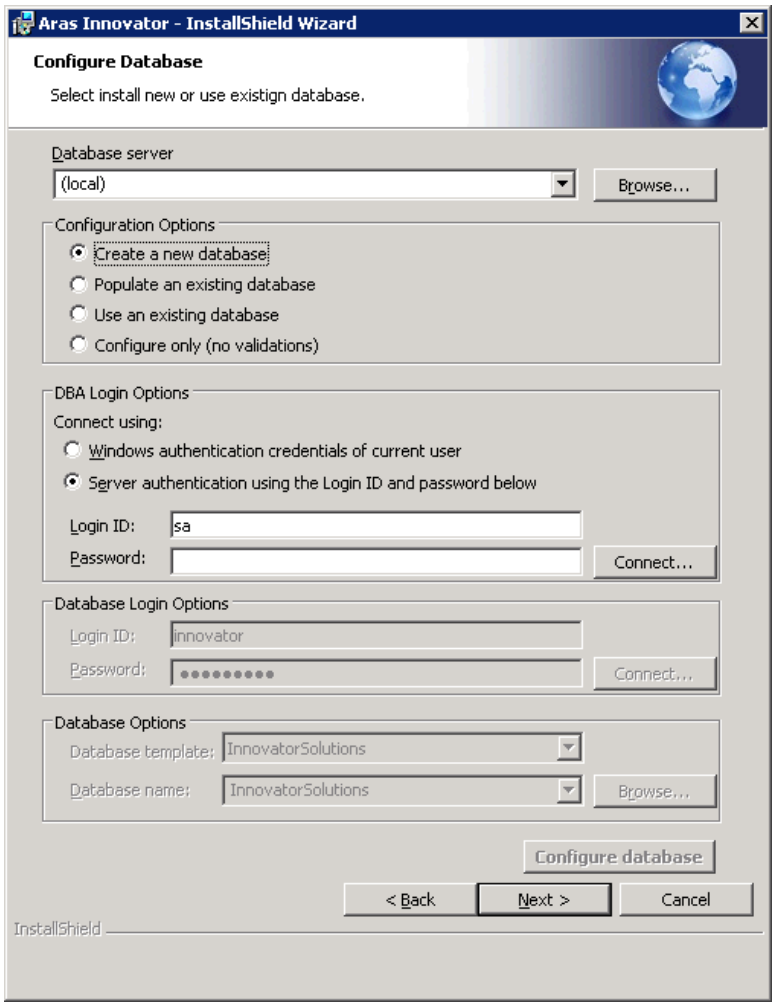
3.3.13.5 Install Another Database or Proceed

Once you have installed a database, you may change the options and install again, or you can select **Next** to proceed with the installation. You must configure at least one database before proceeding.



Click **Next** to proceed with installation.

Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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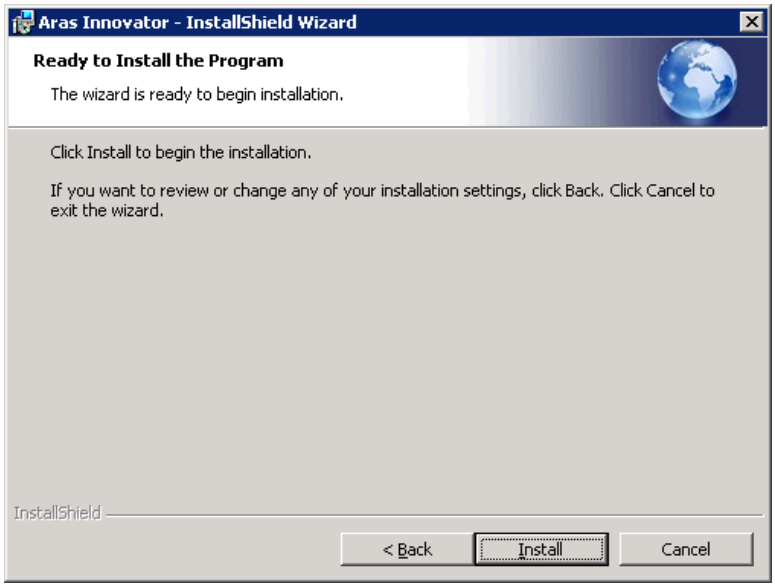
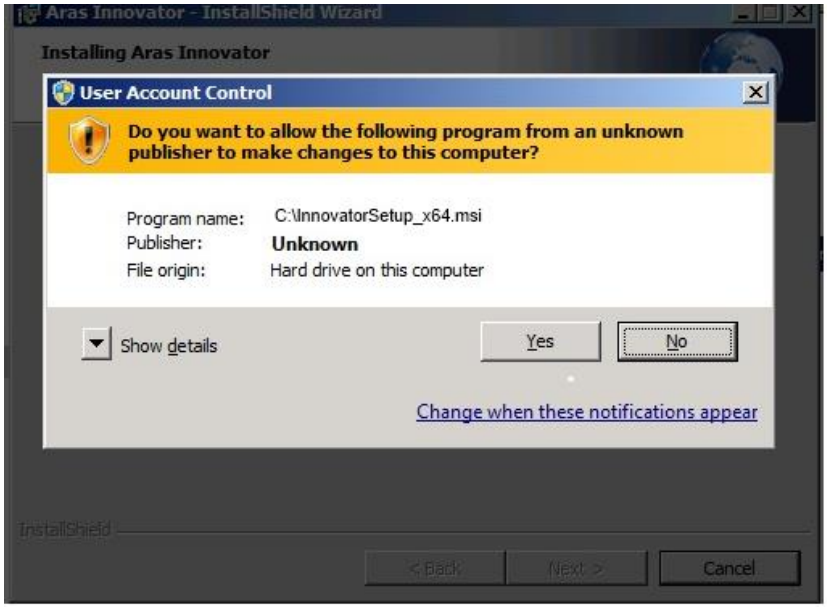
3.3.14 Begin the Installation



This screen will display next, whether you chose Custom or Complete Install. Click **Install** to start the installation of the features (NOTE: You will no longer be able to make any changes once you click the **Install** button on this screen) If UAC is enabled on the Server you will be prompted to grant higher permissions (Click Yes)



Click **Back** to return to the previous screen.

Click **Cancel** to exit setup.

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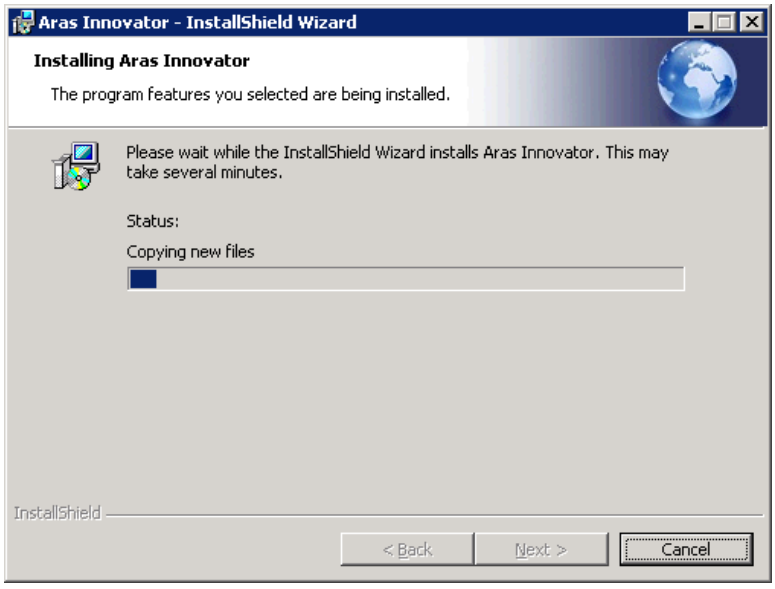
3.3.15 Installation Status

This screen shows the installation status.

Click **Cancel** to exit setup.



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3.3.16 Installation Completed

The screen below is the last in the installation wizard.

The buttons displayed will open up a web browser to Aras web pages.

http://www.aras.com/support – Location for downloads, documentation, and other Aras Innovator support information.

http://www.aras.com/community – Location of forums and blogs relating to usage, best practices, and overall enhancement of the Aras Innovator experience.

*Please, be sure **not** to delete your installer from your hard drive when you are done with an installation. You must reuse the same installer to install other instances of Aras Innovator or its components.*

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4 Logging into Aras Innovator

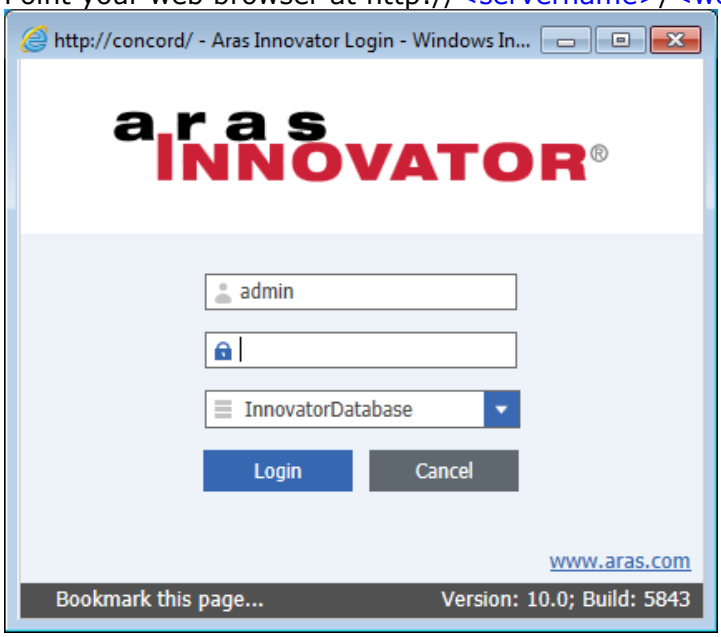
Aras Innovator uses a Web Browser as the container for its administration and end-user interface. Please review the relevant document for client settings configuration.

- *Aras Innovator 10.0 - Client Settings for Internet Explorer on Windows*
- *Aras Innovator 10.0 - Client Settings for FireFox on Windows*
- *Aras Innovator 10.0 - Client Settings for FireFox on MAC*

A user with 'administrator' rights typically performs customization of Aras Innovator. Initial setup of Aras Innovator will determine the 'admin' user name logon. By default, the user 'admin' will have a logon password of 'innovator'.

To log in as administrator,

1. Start Internet Explorer
2. Point your web browser at http://<servername>/<web_alias>



Note: The complete login URL is determined by the Web Server virtual directory name setup. (e.g. http://<servername>/InnovatorServer)

3. Enter the default login information.
    a. Enter the default administrator's designated username and password (username 'admin', password 'innovator').
    b. Select the correct database from the drop down menu. This is the database you named in the 'InnovatorServerConfig.xml'
4. Click 'Login' button

Note: Anyone will be able to log in with administrative accesses with this default user. While this is acceptable in a development environment, it is recommended

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that you setup a new account for production databases with administrative privileges, and disable this login.

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5 Configure Aras Innovator (Optional)

Aras Innovator uses a configuration file to manage licensing and server information that is required to successfully start, locate and connect to active components in its operation.

1) Open the 'InnovatorServerConfig.xml' file located in the root of the install directory in a text editor. "C:\Program Files (x86)\Aras\Innovator"
2) Edit the Client Caching behavior.
3) Edit the DB Connection Section. See below for details.
4) Edit the UI Tailoring Section. See below for details.

5.1 Time Zones

Aras Innovator has two basic configurations for time zone support, Local Time Zone and Corporate Time Zone.

5.1.1 Local Time Zone

If all client PC machines accessing Aras Innovator and the server running Aras Innovator are in the same location, or at least in the same time zone, then no time zone configuration is required. All time zones on the user client PC machines Aras Innovator and the Aras Innovator servers must match to use the Local Time Zone. This is the default mode defined after installation of Aras Innovator and is fine for test and development environment, but often will not work for production environments.

Use of the Program Management solution will, however, require that the CorporateTimeZone variable be specified.

5.1.2 Corporate Time Zone

If your users access Aras Innovator from multiple time zones, you should configure Aras Innovator to have one corporate time zone that the Innovator Server can reference. This time zone will be used for calculating things like when Project Activities become active.

Setting the Corporate Time Zone should be done before users begin to work with the system in production. If it is done after users have begun to use the system, you will have to get all users to log out of the system before enabling the Corporate Time Zone.

To set the Corporate Time Zone please use the following steps:

1) Log into Aras Innovator as an Administrator
2) From the TOC, select Administration\Variables
3) From the main toolbar, select "Create a New Item"

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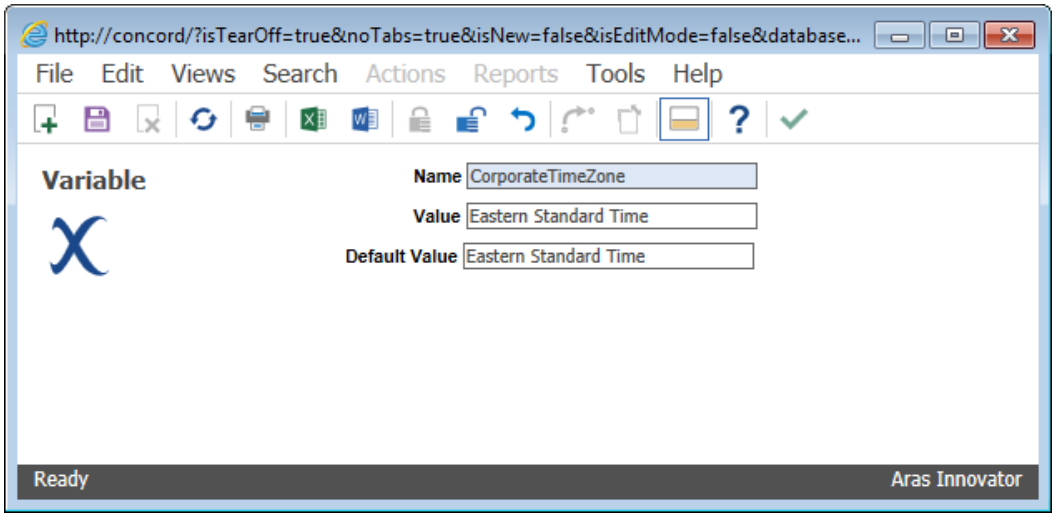
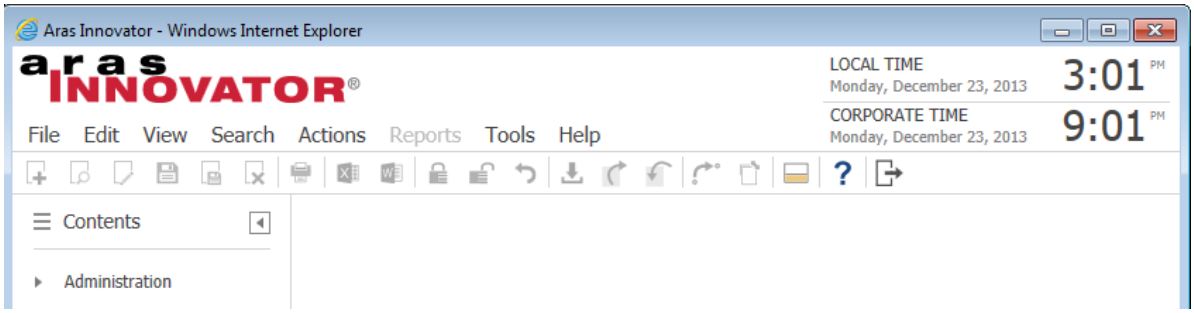


4) Set the **Name** = CorporateTimeZone
5) Set the **Value** according to the registry key name of the time zone desired.
    a. HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Time Zones
6) Set the **Default Value** to the value which the variable should default if **Value** field is empty.
7) Save, Unlock, and Close the Variable Item
8) Log out of Aras Innovator
9) Restart the World Wide Web Publishing service on the server running the Innovator Server tier of Aras Innovator.

The end result will be most obviously shown in the main Aras Innovator window.

For users whose local time does not match the corporate time the UI will display both the local time and the corporate time:



For users who are have no difference between local time and corporate time, the UI will display only one time:

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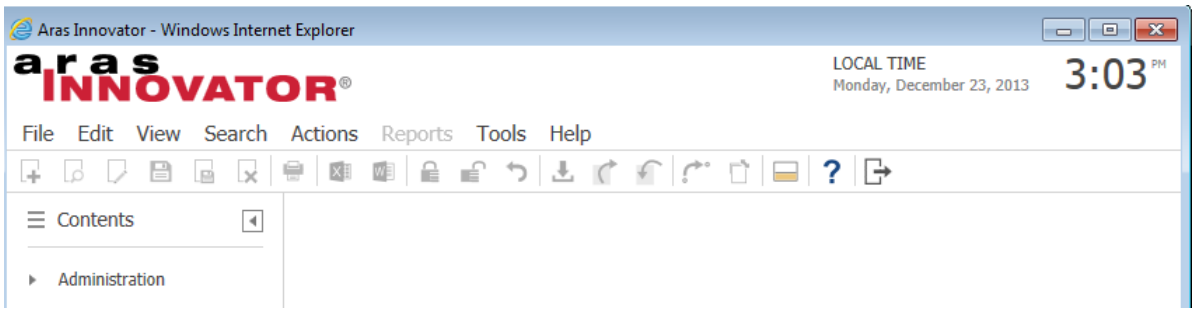

The difference in time will be established when the user first logs into Aras Innovator.

5.1.3 Update Time Zone Data

With the periodic changes to Time Zone information as well as Daylight Savings it is necessary that the time zone data within Aras Innovator be updated. Just like with Windows Updates this new information will need to be loaded into your system.

To update the time zone data for your instance please use the following steps:

1) Log into Aras Innovator as an Administrator
2) From the menu bar select **Actions**->**Update Timezones Data**
    a. This will save the tzupdate.xml to your Working Directory
3) Once the file is finishes downloading a File Dialog will appear. Select the tzupdate.xml file just downloaded
4) Click "OK" when update has completed

5.2 Client Caching Configuration

Aras Innovator can configure the behavior for caching temporary internet files in the Internet Explorer worker process running the Aras Innovator client. Specifically, the Innovator Server settings override the behavior of Internet Explorer when checking to see if a page you have previously viewed has a newer version. This ability is used to increase performance over wide area networks where latency is an issue, but can have an impact for all end users.

There are two parameters that can be used to control client session behavior:

RequiredSyncMode5:

This setting controls how Internet Explorer checks for newer versions of pages. It is located in the InnovatorServerConfig.xml file in at the root of your installation (Example: C:\Program Files (x86)\Aras\Innovator\). This setting is part of the IEClient tag:

```
<Innovator>
  <UI-Tailoring login_logo="...
  <IEClient RequiredSyncMode5="Automatically" />
  <operating_parameter key="debug_log_flag" value="false" />
```

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This parameter has 2 settings

EveryVisit – Internet Explorer will check every time to see if a page you have viewed previously has a newer version.

Automatically – Internet Explorer will decide when to check to see if a page you have previously viewed has a newer version. **Recommended production setting.**

The recommended production setting is "Automatically".

filesRevision:

This setting controls when the client machine has to refresh all Aras Innovator settings, used whenever there is an upgrade to the Innovator.

This setting is in the web.config file, in the …\Innovator\Client\ directory (Example: C:\Program Files (x86)\Aras\Innovator\Innovator\Client\). The setting is part of the chachingModule tag.

```
  </runtime>
  <cachingModule moduleEnabled="true" filesRevision="std" />
</configuration>
```

Every time a change is made to the static content on the server (html, images, etc.) you will need to change this value from "std" to "2", "3", "4", etc. As with any change to production, Aras strongly suggests you notify users to log out of their current session while deploying the change.

Any changes made to the Aras Innovator installation require the following steps to ensure deployment to all users:

1) Deploy the change to the installed code tree on the server.
2) Edit the web.config file in the Client folder.
3) Set the appropriate filesRevision value:

```
      ...
    </runtime>
    <cachingModule moduleEnabled="true" filesRevision="2" />
</configuration>
```

4) Restart the w3svc service(IIS).

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5.3 DB Connection

This section provides the fundamental data enabling the Aras Innovator server to connect to the Aras Innovator database. Use this section to manually create custom connections to existing databases.

Variable	Definition
id	Any alphanumeric name to be used to identify the database when using Innovator.
database	The name of the Aras Innovator database in SQL Server
server	The name of the server where the database is installed.
uid	The username to connect to the above database
pwd	The password for the username listed above database

Below is an example of a properly formatted DB Connection section of the InnovatorServerConfig.xml.

Microsoft SQL Server database

```
<DB-Connection
    id="Innovator"
    database="InnovatorSolutions"
    server="localhost"
    uid="innovator"
    pwd="innovator" />
```

Edit the InnovatorServerConfig.xml file located in root of the install directory. "C:\Program Files\Aras\Innovator".

1) Id = "Innovator" → Name you wish to appear in the drop down list when accessing Innovator. If the id attribute is not present in the entry, then database name will be used to identify the database when using Innovator. Please select this name carefully, as it will also be the name of the folder you vault files will be stored in.
2) database = "Innovator" → name of the database you are connecting to
3) server = "Servername" → the name of the SQL Server instance where the database installed
4) uid = "innovator" → The username to connect to the above database.
5) pwd = "innovator" → The password to connect to the above database

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5.4 UI Tailoring Section

If desired, edit the UI Tailoring section of the 'InnovatorServerConfig.xml' . This section of the InnovatorServerConfig.xml file allows the customer to modify the login screen, the main screen title bar, and the banner page (if any).

Variable	Definition
login_logo	The URL (relative to the Innovator home directory) to the image to be used on the Innovator login screen
branding_img	The URL (relative to the Innovator home directory) to the image to be used on the Innovator login screen
product_name	The title to be used on the main Innovator window title bar
banner_url	The URL (relative to the Innovator home directory) to the HTML page to be used as the Innovator banner.
banner_height	The height of the banner section of the main Innovator window, if no banner is desired, set this value to 0.
opener_focus_on_logout	If "false" then Aras Innovator does not try to give the opener window focus when the user logs out of Aras Innovator. – This defaults to "true". If "false" then the /Client/scripts/default.aspx does not try to do a history.back() after it creates the logon pop-up window in which the /Client/scripts/innovator.aspx will run.
window_history_back_before_login	By default, this is "true". If "false" then the /Client/scripts/default.aspx does not try to do a history.back() after it creates the logon pop-up window in which the /Client/scripts/innovator.aspx will run.

Below is an example of a properly formatted UI Tailoring section of the InnovatorServerConfig.xml file.

```
<UI-Tailoring
    login_logo="../images/aras-innovator.svg"
    branding_img="../images/aras-innovator.svg"
    product_name="Aras Innovator"
    banner_url="../scripts/banner.aspx"
    banner_height="50" />
```

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5.5 Enabling the Debugging of Methods

Aras Innovator Methods are compiled before execution. The default behavior of Aras Innovator is not to generate these methods temporary files. If this setting is enabled, these files will be stored in the file system in the \Innovator\Server\dll folder of the installation. Because the files are generated at runtime, the DLL files generated in this folder will not list the Aras Corporation company name or the Aras Innovator product name in file properties. Further, the DLL files generated in this folder at runtime will not have a digital signature.

To enable the generation of these files in the file system you will need to add the following tag to the InnovatorServerConfig.xml, found in the root of your installation folder.

```
<Innovator>
  <UI-Tailoring login_logo="...
  <IEClient RequiredSyncMode5="Never"/>
  <operating_parameter key="DebugServerMethod" value="true" />
  <operating_parameter key="debug_log_flag" value="false" />
```

To disable the use of this folder again, you will simply need to change the value to false.

```
<Innovator>
  <UI-Tailoring login_logo="...
  <IEClient RequiredSyncMode5="Never" />
  <operating_parameter key="DebugServerMethod" value="false" />
  <operating_parameter key="debug_log_flag" value="false" />
```

Disabling the use of this folder will have no negative effect on a production system.

5.6 Installing the Reporting Service

Aras Innovator uses integration with Microsoft SQL Server Reporting Service. This service must be installed and configured in order to run Aras Innovator reports. Please refer to the *Aras Innovator - Microsoft Reporting Services Guide* for details on installing and configuring the service. This document can be found at http://www.aras.com/support/ or in the *Documentation* folder of the Aras Innovator CD Image.

5.7 Configuring Aras Innovator for Single Sign-On

The Aras Innovator Single Sign-On feature provides a mechanism for customers to take advantage of their existing user authentication scheme so that an Innovator login can be processed without the user entering an Innovator specific password. This new feature has been architected so that it can be easily configured to adapt to an Active Directory environment or, if the customer has another user authentication scheme, hooks have been included to integrate a non-standard method.

Please refer to the *Aras Innovator – Windows Authentication* document. This document can be found in the *Documentation* folder of the CD Image and outlines configuring your Aras Innovator installation for user authentication.

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5.8 Configuring the Aras Innovator Service

The Aras Innovator Service is a Windows executable program that runs as a Windows Service. It is used to automatically run Aras Innovator Methods on a periodic schedule, as specified in the *InnovatorServiceConfig.xml* file. A single running instance of the Aras Innovator Service can be configured to periodically connect to any number of Aras Innovator Servers and for each Aras Innovator Server run any number of Methods. The standard Windows Event Viewer is used for logging of program status and error messages.

Please refer to the *Aras Innovator - Service Instructions* document for information on configuring your Aras Innovator installation to use this service. This document can be found in the *Documentation* folder of the CD Image.

5.9 Configuring Custom Installations

When using the custom install option certain files must be configured to allow Aras Innovator components to work together.

1) The Aras Innovator Server must know where the database is installed. For the system where Aras Innovator Server is installed, follow the steps outlined in DB Connection Section.

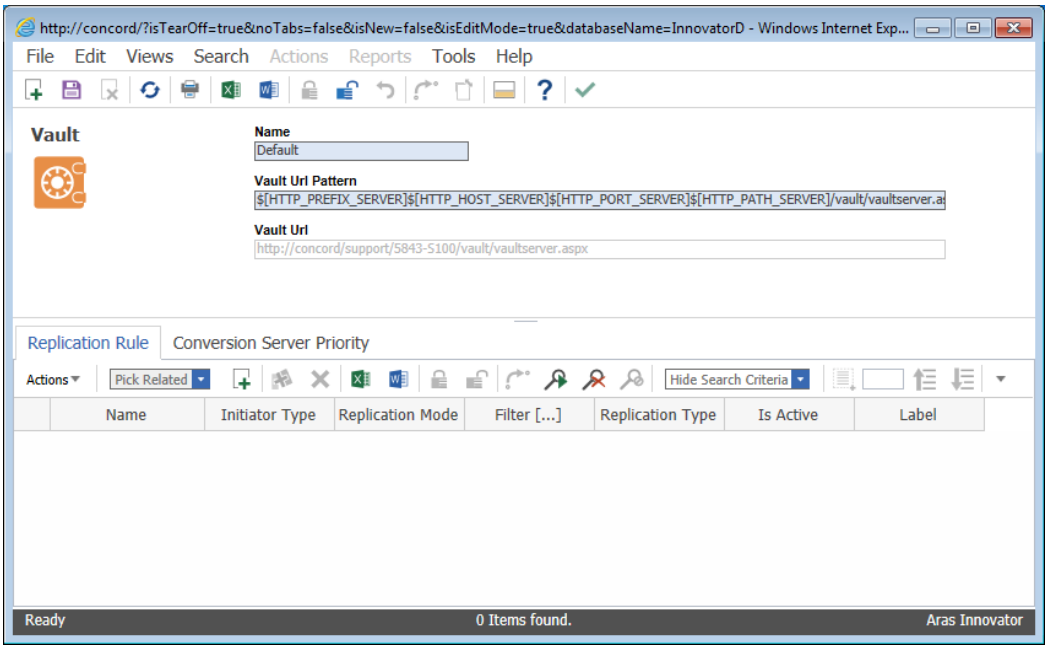
The Database must point to the designated vault location. To set up the vault:

a) Log in as administrator.

b) Expand the **Administration** Folder, select **File Handling**, and click **Vaults.**

c) Select the button from the top left of the vault browser window and select the 'Default' vault that comes up

d) Right-click on 'Default" vault, and select Edit from the context menu. The dialog below is displayed:



e) **Name** – Default (we are configuring the Default vault server)

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f) **Vault Url Pattern** – This is the IIS path to the VaultServer.aspx. By default, this path should be: $[HTTP_PREFIX_SERVER]$[HTTP_HOST_SERVER]$[HTTP_PORT_SERVER]$[HTTP_PATH_SERVER]/vault/vaultserver.aspx

(1) If the Vault Sever is installed on a separate machine than the Innovator Server, then the web alias may need to be hard coded: http://<servername>/<web_alias>/vault/VaultServer.aspx

g) **Vault Url** – This field is updated automatically after the vault information is saved.

h) Click the (save, unlock, and close button)

The Vault Server should have access to the Aras Innovator Server and Database Server – The vault server must know the location of the InnovatorServer.aspx. Here is how to configure it:

a) Open the file VaultServerConfig.xml. This file should be located in the root of the installed directory for the Vault server, for example: C:\Program Files\Aras\Innovator\VaultServerConfig.xml

b) Change the AppServerURL to point to the InnovatorServer.aspx. So,

<AppServerURL>$[HTTP_PREFIX_SERVER]$[HTTP_HOST_SERVER]$[HTTP_PORT_SERVER]$[HTTP_PATH_SERVER]/Server/innovatorserver.aspx</AppServerURL>

becomes:

<AppServerURL>http://<servername>/<web_alias>/Server/innovatorserver.aspx</AppServerURL>

5.10 Configuring Alternate Vaults Installations

When using the custom install option certain files must be configured to allow Aras Innovator components to work together.

1) Run a custom installation to set up the new vault, which in this example we will call "New".

The Database must point to the designated vault location. To set up the vault:

a) Log in as administrator.

b) Expand the **Administration** Folder and Select **Vaults**

c) Select the Create a New Item button from the top left of the vault browser window. The dialog below will be displayed.

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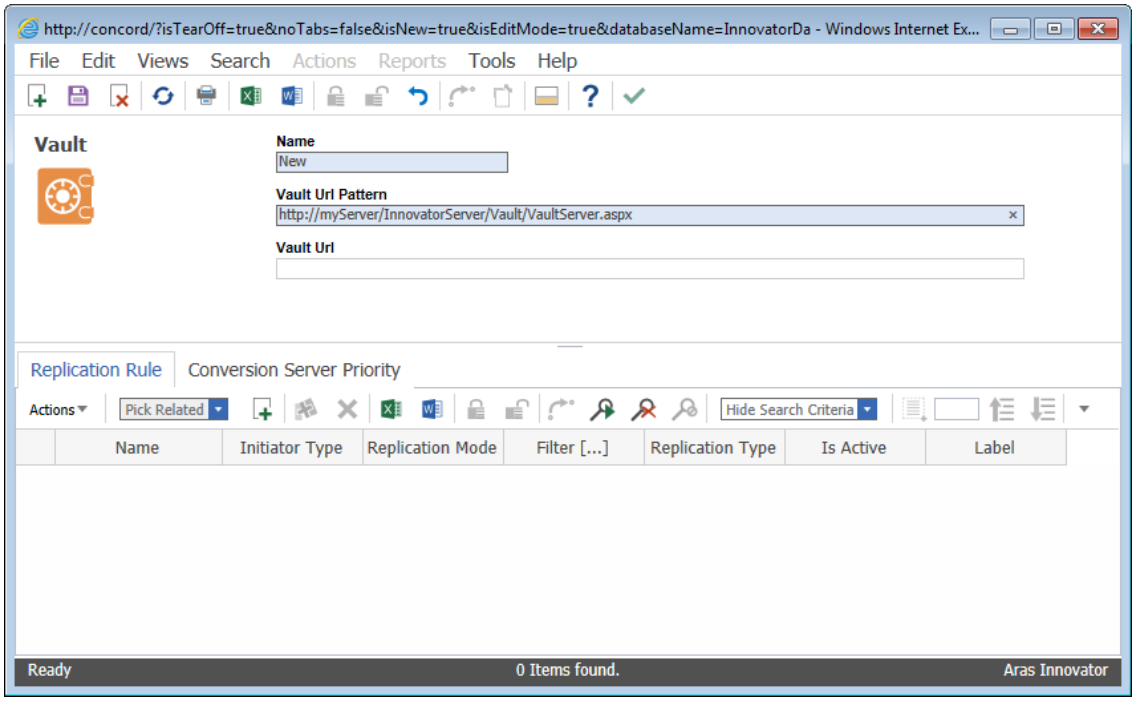

d) **Name** – New (The name of the vault server we are configuring)

e) **Vault Url Pattern** – This is the IIS path to the VaultServer.aspx. Because this is not the default vault the URL should be hard coded: http://<servername>/<web_alias>/vault/VaultServer.aspx

   a. When a vault is installed stand-alone, the default web alias will be http://<servername>/vault/VaultServer.aspx

f) **Vault Url** – Leave blank. It gets filled automatically after the new vault is saved.

g) Click the (save, unlock, and close button)

The Vault Server should have access to the Aras Innovator Server and Database Server, meaning that the vault server must know the location of the InnovatorServer.aspx. Here is how to configure it:

a) Open the file VaultServerConfig.aspx. This file should be located in the root of the installed directory for the Vault server, for example: C:\Program Files\Aras\Innovator\VaultServerConfig.xml

b) Change the AppServerURL to point to the InnovatorServer.aspx. So,

   <AppServerURL>$[HTTP_PREFIX_SERVER]$[HTTP_HOST_SERVER]$[HTTP_PORT_SERVER]$[HTTP_PATH_SERVER]/Server/innovatorserver.aspx</AppServerURL>

   becomes:

   <AppServerURL>http://<servername>/<web_alias>/Server/innovatorserver.aspx</AppServerURL>

c) Change the vault name in the file, to the name of the server we are using, in this case "New".

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<name>Default</name>

becomes:

<name>New</name>

5.11 Configuring Vault File Upload Size Limits

The size of a file that can be uploaded to Aras Innovator is determined by your IIS settings. To vault files larger than 500 Megs you will need to change a config file in the VaultServer. It is recommended that .NET 3.5(or higher) be used on the server if large files will be vaulted with these settings.

1) Edit the file \VaultServer\web.config
2) Change the line

```
<httpRuntime maxRequestLength="500000"
```

To

```
<httpRuntime maxRequestLength="2097151"
```

This value controls the maximum file upload size to the vault. The change outlined here will allow you to vault files up to 2 Gigs in size.

3) Restart IIS on the server

5.12 FireFox Vault File Upload Error

The following error may occur when uploading a File larger than 30MB to the Vault using Mozilla FireFox:

```
"Server returned invalid SOAP Message"; details:

XML Parsing Error: syntax error Location: http://.../Client/X-
salt=std_10.0.0.5843-X/scripts/Innovator.aspx Line Number 1, Column 1: The
resource you are looking for has been removed, had its name changed, or is
temporarily unavailable.
```

To resolve this issue, the following section can be added to the VaultServer web configuration file.

1) Edit the file \VaultServer\web.config
2) Add the following highlighted lines

```
        …
        <security>
          <requestFiltering>
            <requestLimits maxAllowedContentLength="2147483648"/>
          </requestFiltering>
        </security>
    </system.webServer>
</configuration>
```

The value highlighted in red will allow you to vault files up to 2GB in size.

3) Restart IIS on the server

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5.13 Configuring Vault Security

The vault security feature that restricts the accessing of files directly in the vault server without authentication and proper permission can be disabled through addition of the following flag in the VaultServerConfig.xml:

```
<?xml version="1.0" encoding="UTF-8"?>
<VaultServer>
    <AppServerURL>http://localhost/$[HTTP_PATH_SERVER]/Server/
InnovatorServer.aspx</AppServerURL>
  <LocalPath>C:\Aras\Vault</LocalPath>
  <login_name>vadmin</login_name>
  <password>vadmin</password>
  <name>Default</name>
  <version>10.0</version>
  <enforce_user_credentials>0</enforce_user_credentials>
</VaultServer>
```

Setting enforce_user_credentials to 0 disables this feature.

Setting enforce_user_credentials to 1 leaves this feature enabled.

The default behavior is to have this security enabled and is recommended for production use.

5.14 Optional Vault Configuration Parameters

Some IIS setups can have problems with the chunk size when accessing files in the vault. If you are experiencing issues accessing large files in the vault, you may try the following setting in your VaultServerConfig.xml.

```
<?xml version="1.0" encoding="UTF-8"?>
<VaultServer>
  <AppServerURL>http://localhost/$[HTTP_PATH_SERVER]/Server/
InnovatorServer.aspx</AppServerURL>
  <LocalPath>C:\Aras\vault\</LocalPath>
  <login_name>vadmin</login_name>
  <name>Default</name>
  <password>vadmin</password>
  <version>9.1</version>
  <WriteFileMaxLength>4194304</WriteFileMaxLength>
</VaultServer>
```

The WriteFileMaxLength tag will limit the size of the chunk size when transferring the file.

5.15 Installing Separate Conversion Servers

Conversion Servers are used to convert specific File Types into another file format. For example, the Aras CAD to PDF Converter will convert CAD drawing files into its PDF files for use as viewable files on the CAD Document ItemType.

In a typical Aras Installation, the Conversion Server is recommended to be installed on a separate server. Installing a Conversion Server on the server that has Aras Innovator installed will cause a significant performance impact.

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Please refer to the *Aras Innovator – Conversion Server Setup Guide* document for information on installing and configuring a Conversion Server. This document can be found in the *Documentation* folder of the CD Image.

5.16 Restart the IIS server after Configuration Changes

It is recommended that you restart IIS (World Wide Web Publishing service) after any change to the InnovatorServerConfig.xml file in order to ensure the changes to are enforced on client PC machines.

To Restart IIS:

1) From the Start menu select Start→Settings→Control Panel→Administrative Tools→Services
2) Select the World Wide Web Publishing service
3) Select Action→Restart from the main menu.

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6 Feature License

Some of the additional features and add-ons require a **Feature License** in order to run. For example, in order to run the Batch Loader or perform Vault Replication, you need a Feature License associated with an Aras Support Subscription.

The following standard features will all require a Feature License:

- Vault Replication
- Batch Loader
- Aras CAD to PDF Converter

Other Add-Ons can also require a Feature License, for instance:

- Aras Requirement Management Solution
- Aras Office Connector
- Aras EPDM Connector

To check what Feature Licenses exist in Aras Innovator:

1) Log into Innovator as an administrator.
2) From the TOC, select **Administration\Feature Licenses**.
3) If a feature license is found, check the expiration date to confirm that the license is still active.

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6.1 Requesting a feature license

In order to request a feature license, customers with an active Aras subscription can send an email to licenses@aras.com or to your account representative in the following format:

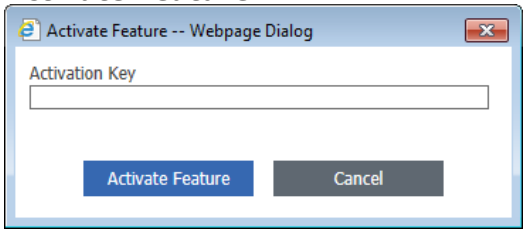
- Subject – "<Feature Name> activation key required"
- Body - Version of Innovator

You will receive a reply containing the Feature License activation key.

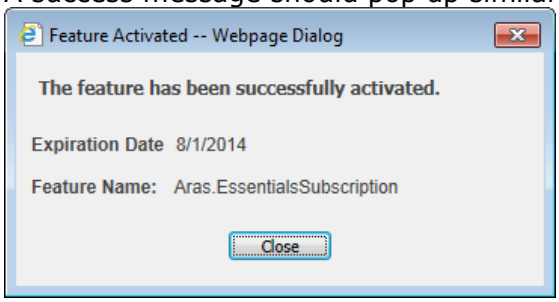
6.2 Installing the license

Once you have the activation key, install the feature license as follows:

1) Log into Innovator as an administrator.
2) From the main menu toolbar select **Tools** >> **Admin** >> **Licenses** >> **Activate Feature**.



3) Paste the acquired activation key and click **Activate Feature** button. A success message should pop up similar to the one shown below.



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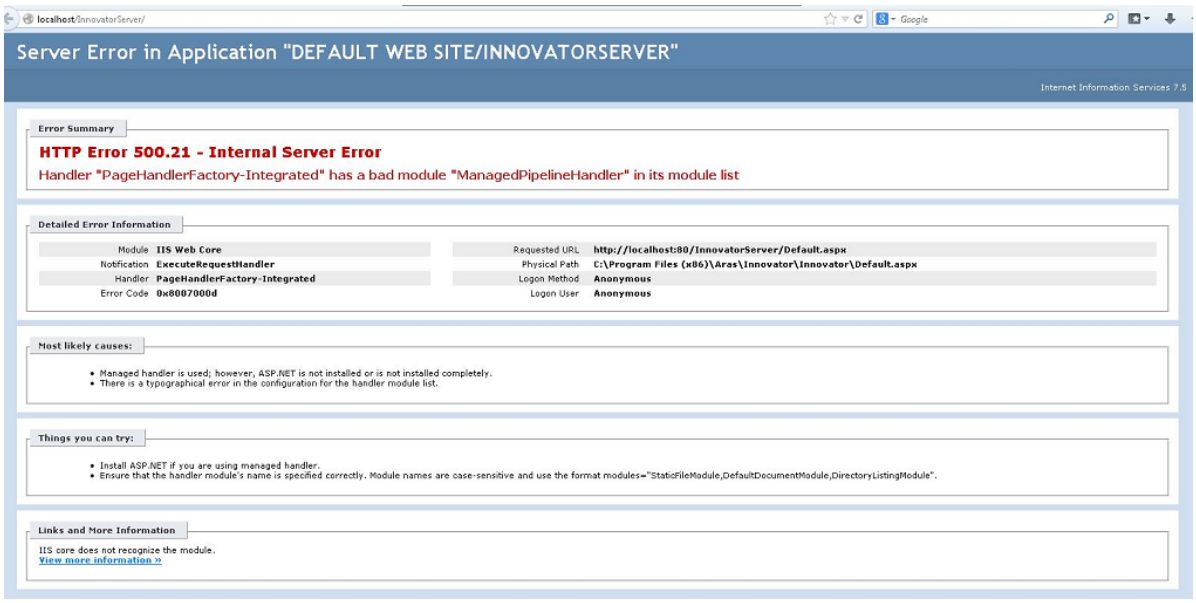
7 Troubleshooting

7.1 "HTTP Error 500.21 – Internal Server error." on login

If when attempting to login into Aras Innovator you get a standard Internal Server Error:



The most common cause is that Microsoft .NET 4.0 is installed prior to IIS being enabled. Such a configuration results in the ASP.NET components for .NET 4.0 not being installed.

To resolve this issue you will need to install the ASP.NET components by running the following through the command prompt:

```
%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe –iru
```

7.2 "HTTP 401 – Unauthorized Error" after successful login

If after you have successful logged into Aras Innovator you receive a modal dialog that pops up with the text "Server Error in 'InnovatorServer/NotificationServer' Application…The remote server returned an error: (401) Unauthorized" there is most likely a missing component to your Internet Information Services (IIS) installation on your server.

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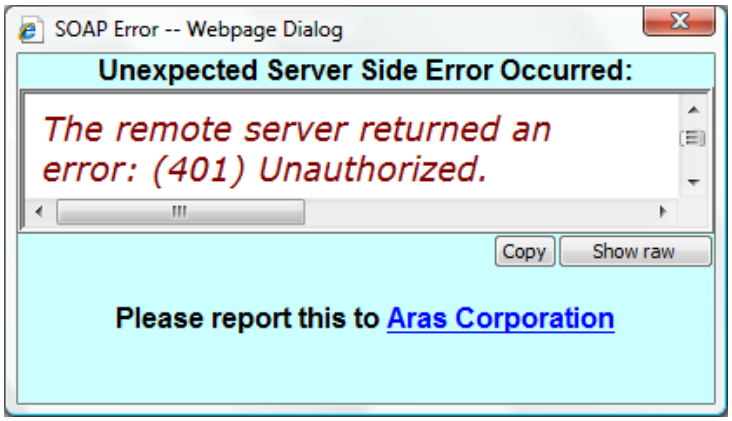
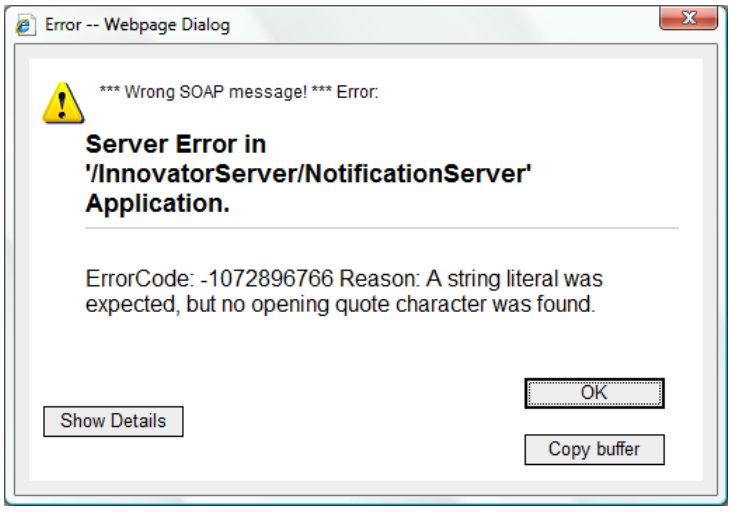


The above modal dialog will subsequently be followed by the next error:



This error will most commonly occur on Windows Server 2008 and Windows Server 2008 R2 installations. To resolve this error you will need to install the Windows Authentication Role Service to into IIS by using the following steps:

1) Open up Control Panel -> Administrative Tools -> Server Manager
2) Right click on Web Server (IIS) under the Roles on the TOC and select "Add Role services"
3) Install the "Windows Authentication" role service located under Security

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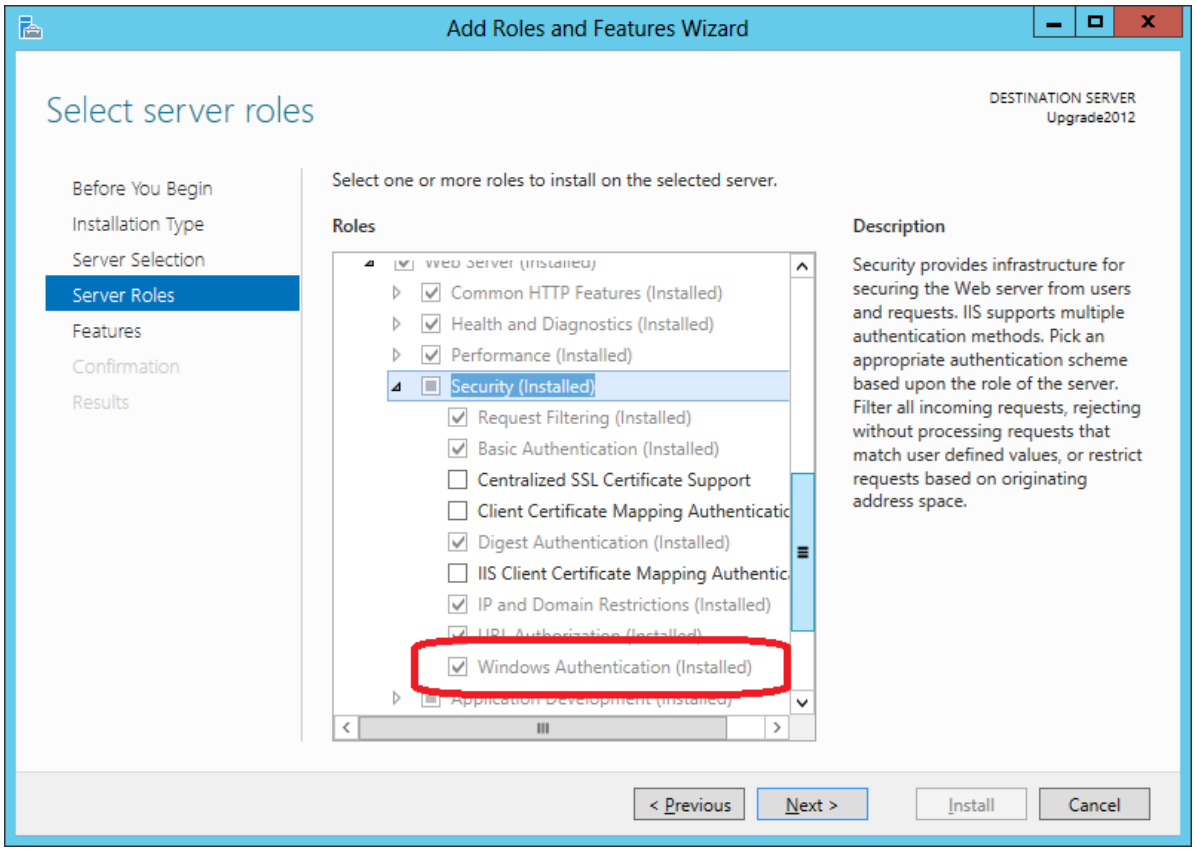

After you have installed the new Role Service for IIS you may need to uninstall Aras Innovator and install again

.

7.3 Main Grid not painting columns or headers

After you login into Aras Innovator Server the main grid would never paint columns or headers, however pages such as InBasket or relationshipTabs could work.

Attempt to open the Internet Explorer and you might see the following message: **"XML Exception: Incorrect comments tag"**

This is a client side problem and the root cause of it is that the wrong version of the XML parser is used (this could for example be caused by installing Visual Studio v6 with SP6, that changes the XML parser used by Innovator).

The solution for this is to un-install and then to re-install the XML parser.

7.4 Installing Aras Innovator to a dedicated Microsoft Sharepoint Server

When installing Aras Innovator to a machine that was previously set up as a Microsoft Sharepoint Server, certain IIS setting managed by Microsoft Sharepoint can prevent Aras Innovator from loading. If you are experiencing problems with your Aras Innovator Installation on a dedicated Microsoft Sharepoint Server, you may try the following steps to solve the problem.

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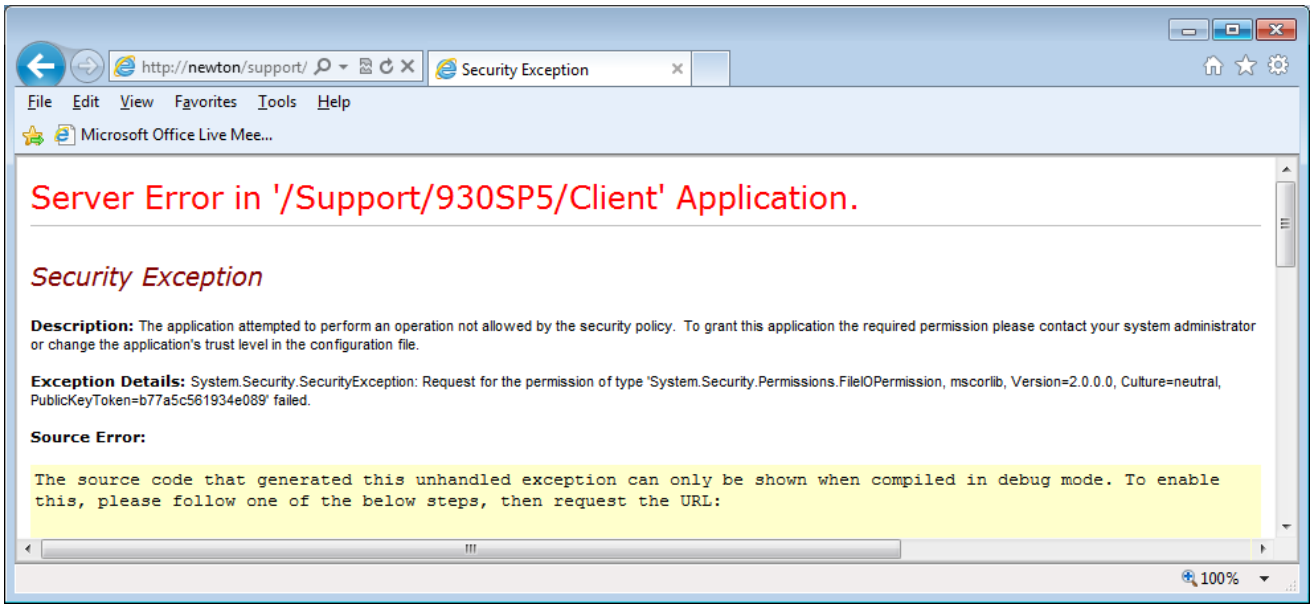

1) In IIS management console set Execute Permissions to "Scripts only" for InnovatorServer, InnovatorServer\Client and InnovatorServer\Server
1) Add partitionResolverType="" attribute on sessionState element in InnovatorServer\Server\web.config
2) Add enableSessionState="true" attribute on pages element in InnovatorServer\Server\web.config
3) Add <trust level="Full" /> inside system.web element in InnovatorServer\Server\web.config
4) Add <trust level="Full" /> inside system.web element in InnovatorServer\Client\web.config
5) Enable anonymous access for InnovatorServer\Client to allow .Net controls access resources. (Keep enabled Windows authentication for InnovatorServer\Server.)

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8 Database Owner Configuration

Aras Innovator provides the option to create, populate existing, or configure existing databases in MS SQL Server. In order to allow continued upgrading of Innovator certain guidelines should be followed regarding the MS SQL Server users and logins used to access the Aras Innovator database.

- The "innovator" user must have access to the database.
  - This user is created as part of a standard installation when using the create option.
  - This must be configured manually when an installation uses the populate or configure options.
- The "innovator" user must have database owner privileges.
  - This privilege is created as part of a standard installation when using the create option.
  - This must be configured manually when an installation uses the populate or configure options.
- The non-system database objects should be owned by the "innovator" database user.
  - Non-system objects are those not created by MS SQL in initial creation of the database in MS SQL
  - All installed objects will be created with this owner.
  - All objects created by the Innovator Server will be created with this owner.
- Logins used by the "innovator" database user should not be the same as the MS SQL Server System Administrator login.
  - The "innovator" database user login should not match the "sa" login
  - The "innovator" database user login should not match any other MS SQL Server Administrator login used in addition to the "sa" login.

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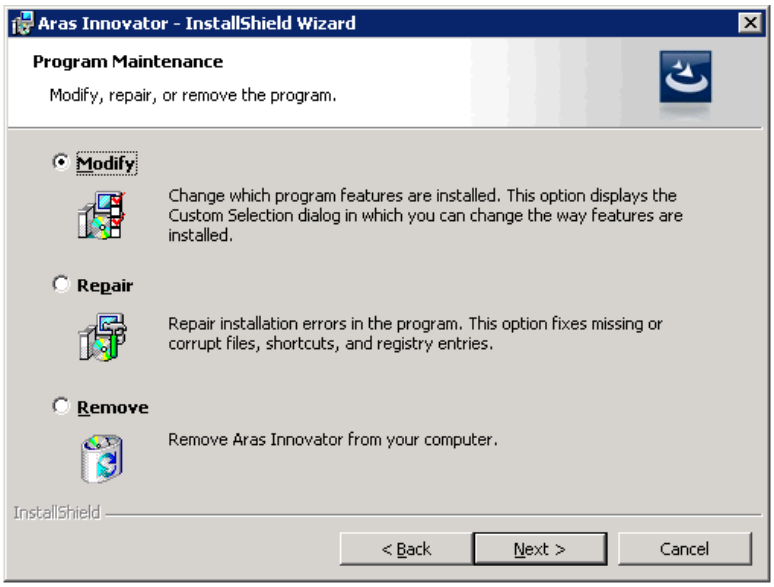
9 Running Installer Multiple Times

9.1 Complete Install the First Time

Innovator is designed to be installed, either as a whole or in components, to the same server multiple times. This means that every time the installer is run, it will be treated as a new installation. Please be sure not to delete your installer from your hard drive when you are done with an installation. You must reuse the same installer to run the installation the next time.

9.2 Modify, Repair, or Remove



If you are seeing the screen above the installation is not being treated as a new installation. This usually indicates that you are trying to install the same version of Aras Innovator that was previously installed. You should use the copy of the installer that was run to install the existing version of Aras Innovator. If this copy of *InnovatorSetup.msi* is not available, please use the following steps to enable the installer to run as new.

1. Download the installer to your hard drive.
2. Locate the ChangeGUID.exe file
    a. This can be found in the Tools folder under the root directory of the existing Aras Innovator installation instance.
    b. This can also be found in the Utilities folder of the Aras Innovator CD Image.
3. Open a command prompt
4. Change directory to where the ChangeGUID.exe file is located

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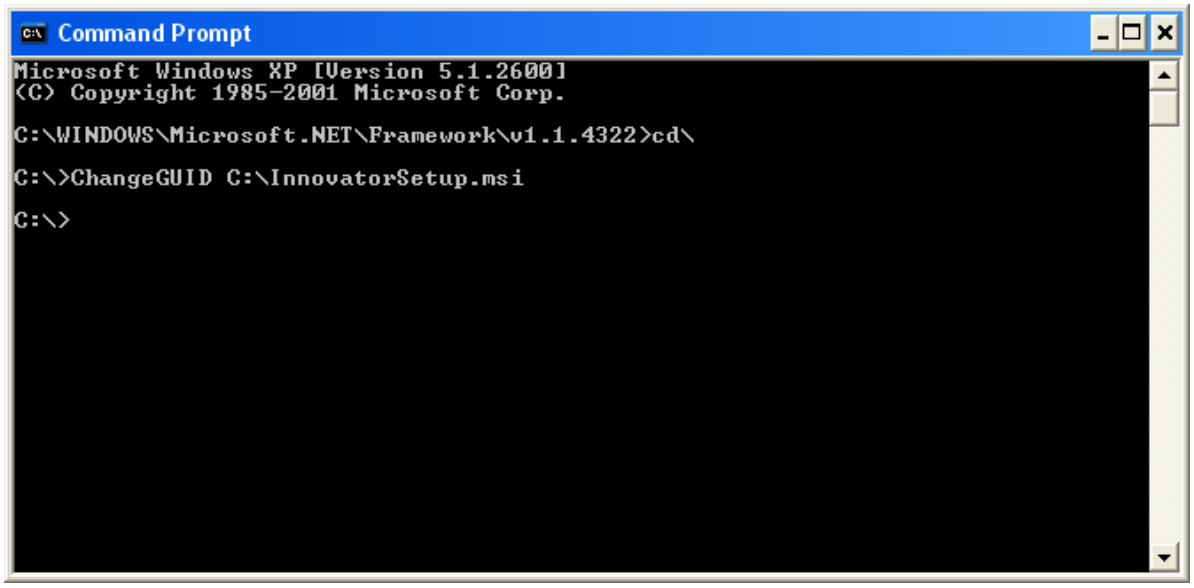
a. I will use "C:\" as my example.

5. Execute the file while specifying the full path to the installer
    a. ChangeGUID <path>\InnovatorSetup.msi
    b. Where <path> is the directory path to where the InnovatorSetup.msi is located.



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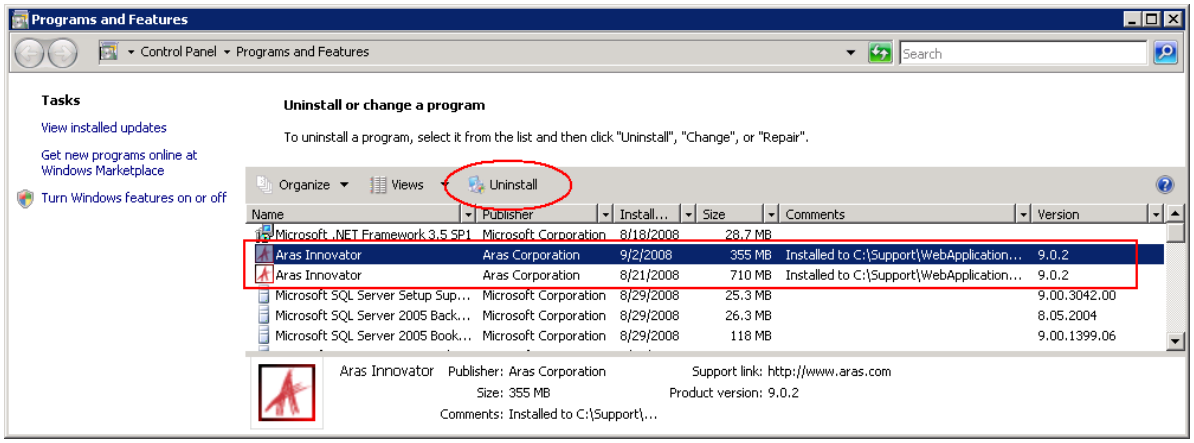
10 Aras Innovator Server Uninstall

10.1 Locating the Uninstaller

1. From the "Start Menu", go to the "Control Panel".
2. Select "Programs and Features"
3. From the list, select "Aras Innovator"
    a. If more there is more than one installation make sure you are in the details view. Right click the details grid and select "more…" and make sure "Comments" and "Version" are checked off.



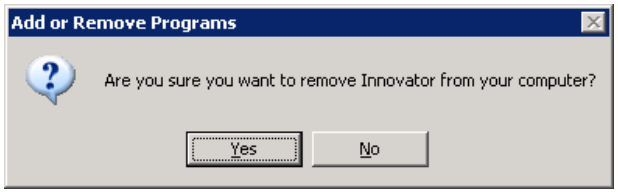
    b. Under the "Comments" and "Version" section dialogue should tell you the install path and the version of Aras Innovator respectively (boxed in red above)
4. Click the "Uninstall" button(circled in red above) to begin the uninstall.

10.2 Uninstalling

When Uninstaller starts this screen will be presented.

Click "Yes" to proceed

Click "No" to exit the Uninstaller.



Once you click "Yes" on this screen the uninstall process will begin, and the status of the Uninstall will be displayed on the screen.

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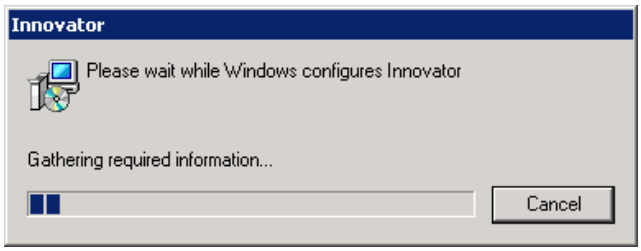

Click “Cancel” to exit the Uninstaller.

When Uninstall completes, Aras Innovator has been fully removed from your machine.

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