

SedonaSync Installation/Upgrade

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Pre-Requisites

The supported platforms for the KnowledgeSync Server are shown. These are installed by the end user:

- Windows Server 2012 R2, 2016 or 2019, Windows Workstation 8, 8.1 or 10 (A Server OS is recommended)
- Web Server: IIS
- Database Server: Microsoft Server 2012, 2014, 2016 or 2017 (Express, Standard and Enterprise editions)
- Web Browser: Chrome (version 45 or higher), Microsoft Edge
- Clients (KnowledgeSync users) will access KnowledgeSync via a web browser from their workstations. Supported web browsers are Google Chrome (version 45 or higher) and Microsoft Edge
 - These are installed by KnowledgeSync:
 - Crystal Reports: Crystal Reports Runtime 13.0.20
 - WinWrap Basic



Knowledge Sync V10 requires and will install Crystal Reports Runtime 13.0.20 to render Crystal Reports. However, if there is already an existing version of Crystal Reports Runtime on the machine, the KnowledgeSync installer will not prompt to install 13.0.20. This could cause issues generating reports through KnowledgeSync. The recommended configuration in this case is to install KnowledgeSync on a separate server.

WinWrap is the scripting engine used by KnowledgeSync V10. This product uses WinWrap® Basic, Copyright 1993-2017 Polar Engineering, Inc., <http://www.winwrap.com/>.

The IIS components listed below satisfy the minimum requirements to run the KnowledgeSync web application. If other IIS components are enabled, they do not need to be removed.

- Web Server
 - Common HTTP Features
 - Default Document
 - Static Content
- Security
 - Request Filtering
 - Basic Authentication
 - Windows Authentication
- Application Development
 - NET Extensibility 4.6
 - NET Extensibility
 - ASP.NET 4.6
 - ASP.NET
 - ISAPI Extensions

- ISAPI Filters
- Management Tools
 - IIS Management Console
 - IIS 6 Management Compatibility
 - IIS 6 Metabase Compatibility
 - IIS Management Scripts and Tools
 - Management Service



You must have access to Microsoft SQL Server on either your local computer, network or hosted service. If using a separate web server (machine hosting IIS) and application server (machine where KnowledgeSync service is installed), both must have the SQL Server Client installed.

Installation Steps

- Download the SedonaSync installation files from:
- Extract the SedonaSync installation files

If upgrading a customer from a previous version of SedonaSync, the Sync service has to be stopped to run the migrate tool

- Run the node.js installer in the ISSetupPrerequisites folder with no changes
- Run the WinWrap installer in the ISSetupPrerequisites folder with no changes
- Run the Crystal Reports installer in the ISSetupPrerequisites folder with no changes
- Run the SedonaSync Setup.exe installer
 - Select Complete setup
 - Enter the install password: knowledgesync
 - Set the TCP port to something other than 8080 (like 8085)
 - Type in the Sedona server name
 - Type in the sql username: SedonaUser and password
- Check the PortalAccessDirect and change the IP to localhost
 - Click the portal icon on the desktop
 - Enter the credentials: Username: admin Password: password



For V9, the password should be left blank

- Update the license
- Start the SedonaSync service
- Create ODBC (32bit)
- Data source = sql server
- Enter name (named instance if AWS ex. SQLAWS1\Fortress)
- Use SQL auth and use SedonaUser/**PW**
- Select default DB

- (in the portal) Admin > Services> Email account Editor (this should be on the pre-install)
 - Email type: internet
 - Acct Description: Company name is fine
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