

Kofax TotalAgility

Integration Server Installation Guide

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Preface

This guide includes instructions for installing and upgrading to Kofax TotalAgility Integration Server 7.4.0, and integrating it with other products.

It also includes instructions for installing Kofax TotalAgility Integration Server 7.4.1. If Kofax TotalAgility Integration Server 7.4.0 is already installed on your computer, ONLY follow instructions available in [TotalAgility Integration Server 7.4.1 installation](#).

Read this guide completely before installing the software.

Related documentation

The product documentation set for Kofax TotalAgility 7.4.0 is available at the following location.

https://docshield.kofax.com/Portal/Products/en_US/740-uc0n6j0c5s/KTA.htm

In addition to this guide, the documentation set includes the following items:

- *Kofax TotalAgility Prerequisites Guide*: Provides system requirements for installing TotalAgility, instructions for running the prerequisite utility, and a software checklist for various installation types.
- *Kofax TotalAgility Installation Guide*: Describes how to install and configure TotalAgility.
- *Kofax TotalAgility On-Premise Multi-Tenancy Installation Guide*: Describes how to install and configure On-Premise Multi-Tenant system.
- *Kofax TotalAgility Configuration Utility Guide*: Explains how to use the Configuration Utility to update settings across various configuration files for different types of installation and deployment.
- *Kofax TotalAgility Administrator's Guide*: Provides information to the administrator on configuring and maintaining a TotalAgility installation.
- *Kofax TotalAgility Architecture Guide*: Provides an overview of the TotalAgility architecture, covering various deployments for on-premise, on-premise multi-tenancy and Azure environments.
- *Kofax TotalAgility Best Practices Guide*: Describes the best practices you must follow when using TotalAgility to improve performance, cost, maintenance, availability and security.
- *Kofax TotalAgility Features Guide*: Provides an overview of the TotalAgility features.
- *Kofax TotalAgility Migration Guide*: Provides information on TotalAgility upgrades from different versions and post upgrade configuration.
- *Kofax TotalAgility Help*: Provides details about using TotalAgility to design business jobs and cases, assign resources, create forms, integrate with external applications, and more. Access the help from the TotalAgility application by clicking the Help button.
- *Kofax TotalAgility Workspace Help*: Describes how to use the Workspace to manage activities, jobs, and resources. Access the help from the TotalAgility Workspace by clicking the Help button.
- *Kofax TotalAgility On-Premise Multi-Tenant System Help*: Describes how to create and manage tenants using the TotalAgility On-Premise Multi-Tenant system.

- *Kofax TotalAgility Web Capture Control Help*: Provides details on using a Web Capture control in creating multi-page documents, creating a new document in a new folder, deleting pages that have been incorrectly scanned, and more; also, describes the buttons available in a Web Capture control toolbar.
- *Kofax Analytics for TotalAgility Product Features Guide*: Provides an overview of the dashboards that help you track data through the workflow, analyze the effectiveness of the processes and resources, and address business problems.
- *Kofax TotalAgility Tables*: Describes the Kofax TotalAgility tables and fields used by Kofax Analytics for TotalAgility.
- *Migration From Kofax Products Guide*: Provides information about migrating TotalAgility files and Kofax Transformation Modules projects to TotalAgility.

Training

Kofax offers both classroom and computer-based training that will help you make the most of your Kofax TotalAgility solution. Visit the Kofax website at www.kofax.com for complete details about the available training options and schedules.

Get help for Kofax products

Kofax regularly updates the Kofax Support site with the latest information about Kofax products.

To access some resources, you must have a valid Support Agreement with an authorized Kofax Reseller/ Partner or with Kofax directly.

Use the tools that Kofax provides for researching and identifying issues. For example, use the Kofax Support site to search for answers about messages, keywords, and product issues. To access the Kofax Support page, go to www.kofax.com.

The Kofax Support page provides:

- Product information and release news
Click a product family, select a product, and select a version number.
- Downloadable product documentation
Click a product family, select a product, and click **Documentation**.
- Access to product knowledge bases
Click **Knowledge Base**.
- Access to the Kofax Customer Portal (for eligible customers)
Click **Account Management** and log in.

To optimize your use of the portal, go to the Kofax Customer Portal login page and click the link to open the *Guide to the Kofax Support Portal*. This guide describes how to access the support site, what to do before contacting the support team, how to open a new case or view an open case, and what information to collect before opening a case.

- Access to support tools
Click **Tools** and select the tool to use.

- Information about the support commitment for Kofax products
Click **Support Details** and select **Kofax Support Commitment**.

Use these tools to find answers to questions that you have, to learn about new functionality, and to research possible solutions to current issues.

Chapter 1

Installation planning

TotalAgility is specifically designed to give organizations the flexibility to deploy either on-premise or in the cloud. The TotalAgility Integration Server enables customers to utilize on-premise LOB applications within TotalAgility Azure. You can configure various LOB Connectors within the Designer, similar to TotalAgility On-Premise and set the new nodes to execute either on the Azure tenant or the Integration Server.

The primary source of information about supported operating systems and other TotalAgility Integration Server requirements is the Technical Specifications document, which is available on the Kofax website at <http://www.kofax.com>.

Review these important notes before you proceed with the installation.

- For prerequisites, see the *Kofax TotalAgility Prerequisites Guide* available on the [Kofax Fulfillment Site](#).
- If your solution includes multiple Kofax products, review the Technical Specifications document.
- Obtain a license key for Integration Server either from your Account Manager or from Kofax Support.
- Before extracting TotalAgility installation .zip file, unblock the .zip file from the file properties window.
- After installing the Integration Server, you can update the configuration settings by modifying the configuration file or by running the configuration utility available on the installation media. You must manually copy the utility onto the server where the configuration settings are to be modified. See the *Kofax TotalAgility Configuration Utility Guide*.

Kofax Message Connector

Kofax Message Connector is a Windows service responsible for importing messages and files in many electronic formats. It retrieves documents from various sources and saves them in its internal storage making them available for retrieval through a web service interface. TotalAgility connects to the Message Connector web service interface and retrieves the documents for import.

Kofax Message Connector can import messages and files from a number of sources:

- Email messages including attachments using various email protocols (SMTP, POP3, IMAP).
- Fax messages (through internal fax over IP server or external fax servers: Kofax Communication Server, RightFax, Biscom).
- Files from a network folder.

For information on prerequisites for the Kofax Message Connector, see the *Kofax TotalAgility Prerequisites Guide* and for information on deployment scenarios and advanced configurations, see the *Kofax TotalAgility Administrator's Guide*.

Chapter 2

TotalAgility Integration Server installation

This chapter describes two methods for installing TotalAgility Integration Server:

- [Silent installation](#) for multiple servers that use the same configuration.
- [Standard installation](#) using the installation wizard.

Perform a silent installation

Use the Integration Server silent installation to install Integration Server without any user interaction. Once you edit the silent installation file and run the command from a command line or a batch file, the Integration Server installation proceeds automatically.

Note The user who will run Integration Server must have "Log on as Service" rights.

1. On the installation media, navigate to `\\IntegrationServerInstall` and open `SilentInstallConfig.xml` using a text editor.
2. In `SilentInstallConfig.xml`, update the following parameters

Note Fix the line breaks if you copy and paste the code from this guide.

Parameter	Default Value	Description
PortNumber	3581	Keep default
SerialNumber	empty (false)	Keep default
ProductCode	empty (false)	Keep default
SkipLicense	true	Keep default
InstallDirectory	C:\Program Files\Kofax\TotalAgility\	Specify the Integration Server destination directory.
RunAsSystemAccount	true	Set to true to run Integration Server as System account.
ValidOS	true	Set to true to check if the Operating System is valid.
SQLServerInstalled	true	Set to true to check if the SQL Server is installed.
SQLClientInstalled	false	Set to true to check if the SQL Client is installed.
IISInstalled	true	Set to true to check if IIS is installed.

Parameter	Default Value	Description
ImportSystemMaps	true	Keep default
InstallAction	IntegrationServerInstall	Accept the default.
InstallMode	Silent	Accept the default.
InstallType	Both	Select the install type. The Install Type can be ApplicationServer, WebServer or both.
IsIntegrationServer	false	Set to true to install Integration Server.
TenantId	Provide valid Tenant URL	Enter the valid Tenant URL. Note When a Tenant is created, the tenant URL is sent to the tenant through email.
SystemSessionId	Provide valid System Session Id	Enter the valid System Session ID. Note Log on to TotalAgility Designer. On the Home page click System Settings > Settings . The System Session ID is available on the General tab.

3. Save and close the file.
4. On the Command Prompt, change the command line to the root directory of the Setup.exe file.
5. Run `Setup.exe /Silent`.

The following items are installed automatically:

- Kofax TotalAgility Integration Server
- Utility for Kofax Export Connector
- Kofax Import Connector

The system generates a log file that reports errors (if any).

The success and failure of installation is indicated in the event log.

When automating installation, if you run setup.exe from command line, or run setup.exe as a silent installation, one of the codes returns to indicate the following:

- 0=Success
- 1=Success with warnings
- 2=Failure

Perform a standard installation

When you run the installation wizard, the following items are installed automatically:

- Kofax TotalAgility Integration Server
- Utility for Kofax Export Connector

- Kofax Import Connector

Note the following:

- You must have administrator account to install the Integration Server.
- The user who will run Integration Server must have "Log on as Service" rights.
- You can use hotkeys to navigate to next screen.

1. Navigate to `\\IntegrationServerInstall` on the installation media and run one of the following commands:

- If UAC (User Account Control) is enabled, right-click **Setup.exe** and select **Run As Administrator**.
- If UAC is not enabled, run **Setup.exe**.

The system starts the **Kofax TotalAgility Integration Server installation**.

Note To exit the setup, click **Cancel** or press Esc.

2. Click **Next**.

The **Kofax Inc. Software License Agreement** window opens.

3. In the **Kofax Inc. Software License Agreement** window, accept the terms in the License Agreement and click **Next**.

The **Type of Install** window opens.

4. Select the type of install:

- **Web Server**: Installs a server to point to any Application server. A Web server installs the SDK Services and user interfaces for the Designer and Workspace.
- **Application Server**: Installs a server to which remote clients will connect and sets up their web servers. An Application server only installs Core services and does not install user interfaces and any shortcuts for the Designer and Workspace.
- **Web/Application Server**: Installs the Web and Application servers on a single machine.

5. Click **Next**.

The **Destination** window opens.

6. Use the default installation folder or click **Browse** to select a different path and click **Next**.

The **Credentials** window opens.

7. Enter the credentials for the user who will run Integration Server.

Note This user must be an existing Integration Server user.

8. On the **Root Website to host TotalAgility Application** list, select the website to host the Integration Server application. By default, the **Default Web Site** is selected. However, you can select any other site as required.

Note The websites added in IIS Manager appear on this list. To add a website in IIS Manager, click `Start > Run > IIS Manager > Sites > Add Web Site`.

9. To support SSL, select the **Support SSL** check box.

Note The SSL option is only available if you have configured the https binding in IIS. See [Configure Kofax TotalAgility Integration Server for HTTPS communication](#).

10. Click Next.

The **Software Checks** window opens. The system displays a list of required software and whether or not the software is installed.

11. Review the Detected Software list and proceed as follows:

- If your system does not have all the required software, click **Cancel** to close the installer and install the software.
- If your system has all the required software, click **Next**.

12. Click Next.

Depending on the type of install, the following window appears:

- If installing Web/Application server, the **Tenant Information** window opens: Enter the following information:
 1. **Tenant URL:** This URL is available in the email sent upon tenant creation. Using this URL the system will connect to the on-premise multi-tenancy tenant or Azure tenant.
Tenant URL examples: `https://TenantName.<fullyqualifieddomainname>/TotalAgility` for on-premise multi-tenancy and `https://tenantname.cloudserviceURL/` for Azure.
 2. **System Session Id:** This ID is used for Core Worker authentication with Kofax TotalAgility in Azure environment.
- If installing Web server, the **Choose Server Location with Options** window opens: Enter the Server name of your existing Integration Server machine in the following format: HW-ABC-W7, or provide the IP Address.

13. Click Next.

The **Installation Review** window opens and displays the settings.

14. Click Next.

The **Installation Progress** window opens. The setup installs the required files and other integrated products.

15. Click Finish.

Your installation is now complete.

Note If any errors occur during the installation, Integration Server creates a log file called **KofaxTotalAgilityInstallErrorLog.txt** on your desktop. Check this log file for error details. The success or failure of installation is indicated in the event log.

After installing, further configure Integration Server to:

- [Integrate with SharePoint.](#)
- [Integrate with Dynamics CRM.](#)
- [Integrate with Dynamics AX.](#)
- [Integrate with HP TRIM.](#)
- [Integrate with Customer Communication Manager](#)

Encrypt and decrypt the configuration files

The Integration Server configuration files include the DB Connection settings and sensitive information. Therefore, we recommend that you encrypt the following Integration Server files.

- **Web.config**
- **Core Worker config**
- **Export Worker config**

Encrypt and decrypt the web.config file

The Integration Server, **Web.config** file is located under `<Kofax Install location>\TotalAgility\Agility.Server.Web`.

Use the Microsoft ASP.NET IIS Registration Tool (`aspnet_regiis`) to encrypt or decrypt any section of the `Web.config` file. For more information, see [http://msdn.microsoft.com/en-us/library/zhddkxy\(v=vs.100\).aspx](http://msdn.microsoft.com/en-us/library/zhddkxy(v=vs.100).aspx).

At a minimum, encrypt the `appSettings` section that includes the Database connection information.

Encrypt and decrypt the Core Worker or Export Worker config file

The Integration Server **Core Worker config** and **Export Worker config** files are located under `<Kofax Install location>\TotalAgility\CoreWorkerService`.

The TotalAgility Server supports two encryption methods:

- [DPAPI encryption](#)
- [RSA encryption](#)

Use the `Kofax.CEBPM.Encryption.exe` utility to encrypt and decrypt files with either of these methods.

Use the Kofax.CEBPM.Encryption.exe utility

The `Kofax.CEBPM.EncryptConfig.exe` utility (located in the Integration Server installation directory) encrypts (`-enc`) or decrypts (`-dec`) any section of a configuration file.

At a minimum, encrypt the `appSettings` section of each config file that includes the user ID and password as well as other sensitive information. Use the optional `-h` flag to display help for the command.

`Kofax.CEBPM.EncryptConfig.exe` cannot work with `Web.config`, it can only work with configuration files or executables.

Important Add the following security provider to the configuration file before encrypting the file:

```
<configProtectedData>
  <providers>
    <add useMachineProtection="true"
        name="DPAPIProtection"
        type="System.Configuration.DpapiProtectedConfigurationProvider,
System.Configuration, Version=2.0.0.0, Culture=neutral, PublicKeyToken=b03f5f7f11d50a3a" />
    <add name="RSAProvider"
        type="System.Configuration.RsaProtectedConfigurationProvider,
System.Configuration, Version=2.0.0.0, Culture=neutral,
PublicKeyToken=b03f5f7f11d50a3a,
processorArchitecture=MSIL"
        keyContainerName="CPUserverKeys"
        useMachineContainer="true" />
  </providers>
</configProtectedData>
```

Use the DPAPI encryption method

Because you must decrypt the file on the same machine where it was encrypted, use this utility to encrypt one server at a time.

Run the utility on each TotalAgility Server individually.

1. Stop the Integration Server Core Worker Service service.
2. Navigate to the TotalAgility Integration Server Core Worker installation directory and open a command-line window.
3. Run the following command:
Kofax.CEBPM.EncryptConfig.exe -f Agility.Server.Core.WorkerService.exe.config -s "appSettings" -p DPAPIProtection -enc

Use the RSA encryption method

RSA encryption is an algorithm for public key encryption and digital signatures that uses two separate keys. Create a key and encrypt the configuration file on one Server, and export the key to all the other Servers. All the TotalAgility Servers with the exported key installed can access the configuration file. Use this method if you have several Servers with the same configuration.

The following instructions differentiate between the source TotalAgility Server where you create the key and the target TotalAgility Servers onto which you import the key.

Prepare the key

Perform these steps on one source TotalAgility Integration Server.

1. Create the custom RSA key container:
 1. Logon to the Integration Server with administrator rights.
 2. Open a command-line window.
 3. Navigate to the .NET Framework version 2.0 directory. For example, enter the following command:
cd %WINDIR%\Microsoft.Net\Framework\v2.0.*
 4. Run the following command:

aspnet_regiis -pc "<KeysFile>" -exp

where:

- <KeysFile> is the name of the key file.
- The -exp option makes the key exportable.

2. Run the following command to grant the TotalAgility Integration Server Core Worker Server service user permission to read the <KeysFile> RSA container file.

aspnet_regiis -pa "<KeysFile>" "<TotalAgilityserviceuser>"

where:

- <KeysFile> is the name of the key file you created in step 1d.
- <TotalAgilityserviceuser> is the Integration Server Core Worker Server service user.

3. Encrypt the file:

1. Log on to the TotalAgility Server as the TotalAgility Integration Server Core Worker Server service user.
2. Navigate to the installation directory for the TotalAgility Server and open a command-line window.
3. Run the following command:

Kofax.CEBPM.EncryptConfig.exe -f Agility.Server.Core.WorkerService.exe.config -s "appSettings" -p RSAProvider -enc

This command encrypts the appSettings section of the configuration file. The appSettings section includes the user ID and password as well as other sensitive information.

4. Export the key by running the following command:

aspnet_regiis -px "<KeysFile>" "<c:\keys.xml>" -pri

where:

- <KeysFile> is the default keystore keyContainerName.
- <c:\keys.xml> is the path and file name of the exported key file.

Import the key

Perform these steps on every target TotalAgility Server.

1. Import the key:

1. Log on to the TotalAgility Server with administrator rights.
2. Copy the keys.xml file from the source TotalAgility Server to the root C:\ directory of the target TotalAgility Server.
3. Open a command-line window.
4. Run the following command:

aspnet_regiis -pi "<KeysFile>" "c:\keys.xml"

where:

- <KeysFile> is the default name of the key file.
- <c:\keys.xml> is the path and file name to the imported key file.

5. Delete the keys.xml file on the target Server because it contains the unprotected private key.

2. Run the following command to grant the TotalAgility Integration Server Core Worker Server service user permissions to use the <KeysFile> RSA container file:
aspnet_regiis -pa "<KeysFile>" "TotalAgilityserviceuser"
where:
 - <KeysFile> is the name of the key file you imported in step 1.
 - <TotalAgilityserviceuser> is the TotalAgility Integration Server Core Worker Server service user.
3. Repeat these steps on all remaining TotalAgility Servers.

Decrypt the configuration file

1. Stop the **Kofax TotalAgility Integration Server Core Worker Server** service.
2. Navigate to the TotalAgility Server installation directory and open a command-line window.
3. Run the following command:
Kofax.CEBPM.EncryptConfig.exe -f Agility.Server.Core.WorkerService.exe.config -s "appSettings" -p DPAPIProtection -dec

Repeat these steps to encrypt and decrypt the Export Worker configuration file.

Edit the TotalAgility server configuration file

When you install TotalAgility, the system stores the configuration settings in a .NET file, **Agility.Server.Core.WorkerService.exe.config**. To change the value of any parameter, edit the configuration file or run the configuration utility. The configuration utility is available on the installation media and must be manually copied to your Kofax TotalAgility server. See the *Kofax TotalAgility Configuration Utility Guide*.

See

1. If you encrypted the configuration file after you installed the TotalAgility Server, decrypt the file. See [Decrypt the configuration file](#) .

Note If you used RSA encryption, decrypt the configuration file only on the source TotalAgility Server where you initially encrypted the file.

2. Navigate to the installation directory for the TotalAgility Server.
3. Open the configuration file in a text editor.
4. Locate the following section:

```
<appSettings>  
  <add key="KeyNameString" value="which may contain passwords;" />  
</appSettings>
```

5. Edit the parameter values as needed.
6. Save and close the configuration file.
7. To re-encrypt the configuration file, run the encryption utility. See [Encrypt and decrypt the configuration files](#).

Note If you used RSA encryption, export the key and install the encryption key file on any target TotalAgility Servers onto which you imported the original encrypted configuration file.

8. Restart the Kofax TotalAgility Integration Server Core Worker Server service.

Add a thread pool monitoring interval

When long running automatic activities are processed by the Core Worker, the threads in the automatic activity thread pool are not freed up when the taken activity is reset due to timeout. Configure a thread pool monitoring interval to free up the threads for these long running taken activities to allow other activities to progress once they timeout.

You can configure the thread pool monitoring interval manually or use the Configuration Utility.

Manually

1. Navigate to the installation directory for the TotalAgility server.
2. In a text editor, open **Agility.Server.Core.WorkerService.exe.config** from the following directory:
\\TotalAgility\Agility.Server.Web
3. Locate the following section and add a thread pool monitoring interval (default:60).

```
<appSettings>  
  <add key="CoreWorkerThreadPoolMonitoringIntervalInSeconds" value="60"/>  
</appSettings>
```

4. Save and close the configuration file.
5. Restart the Kofax TotalAgility Core Worker service.

Using Configuration Utility

Run the Configuration utility and add the thread pool monitoring interval. See the *Kofax TotalAgility Configuration utility Guide*.

Chapter 3

TotalAgility Integration Server 7.4.1 installation

This chapter describes two methods for installing TotalAgility Integration Server 7.4.1.

- [Silent installation](#) without any user interaction.
- [Standard installation](#) using the installation wizard.

Perform a standard installation

To install the TotalAgility Integration Server 7.4.1, perform the following steps.

1. Navigate to `\\TotalAgility\TotalAgilityInstall` on the installation media.
2. Right click Setup.exe and **Run As Administrator**.
The TotalAgility Installation Program window opens.
3. Click **Next**.
4. Click **OK** to continue with the installation.
5. Click **Next**.
The Installation Progress window opens. The setup installs the required files.
6. Click **Finish**.
Your installation is now complete.

Perform a silent installation

Use the silent installation to install TotalAgility Integration Server 7.4.1 without any user interaction.

1. Open the Command Prompt window as an Administrator and change the command line to the root directory of the Setup.exe file.
2. Run `Setup.exe /Silent /Hotfix`.
The following items are installed automatically:
 - Kofax TotalAgility Integration Server
 - Kofax Import Connector (KIC)
 - Utility for Kofax Export Connector

The system generates a summary log which reports the summary of the installation and also generates an error log, (if any). These logs are generated on the desktop.

The success or failure of installation is indicated in the event log.

When automating installation, if you run setup.exe from command line, or run setup.exe as a silent installation, one of the codes returns to indicate the following:

- 0=Success

- 1=Success with warnings
- 2=Failure

TotalAgility 7.4.1 uninstallation

On uninstalling TotalAgility, the applied service pack is automatically uninstalled. You can uninstall the latest service pack without uninstalling the entire product.

Perform a standard uninstallation

1. Click **Start > Control Panel > Programs and Features** and select **View installed updates**. A list of the most recently installed service pack appears.
2. Right-click the service pack and click **Uninstall**.
3. Click **OK**.

When the uninstallation is complete, the TotalAgility Integration Server component of the product rolls back to the previous installed version, and an entry is available in the event log to indicate that a service pack is removed. For example, when you apply X.1.1 service pack and then X.1.2 service pack, you can only uninstall the X.1.2 service pack (latest version). To uninstall X.1.1, you must remove the application completely.

Note You must separately uninstall the other components on each server.

Perform a silent uninstallation

1. On the Command Prompt, change the command line to the root directory of the Setup.exe file.
2. Run `Setup.exe /Silent /pu`.

The system uninstalls the service pack and automatically creates a log file on your desktop. This log file contains information on errors, if any. The removal of the service pack is indicated in the log file.

Note Uninstalling a service pack in silent mode only removes the applied fix pack or service pack. See Uninstall in silent mode to uninstall TotalAgility Integration Server application completely. To reinstall the TotalAgility Integration Server, you must install its base version and then apply any patches.

Ensure that the software version installed on the Integration Server is in sync with the version on Azure.

Chapter 4

Integrate Microsoft SharePoint with TotalAgility Integration Server

Integrate Microsoft SharePoint 2010 or SharePoint 2013 with Integration server to use SharePoint in the Integration Server.

1. Navigate to `\\SharePointInstallation` on the installation media, and run **Setup.exe**.
The system opens the Kofax TotalAgility for SharePoint Setup wizard.
 2. Click **Next**.
The system displays the TotalAgility SharePoint Components window.
 3. Select the TotalAgility Integration Server SharePoint components to install:
 1. To install the SharePoint web parts, select the **TotalAgility SharePoint WebParts** check box.
 2. To install the SharePoint web service and event-handler dlls, select the **TotalAgility SharePoint Event-Handling Components** check box.
 3. To install the TotalAgility SharePoint custom pages, select the **TotalAgility SharePoint Custom Pages** check box.
 - By default, the **Add Assembly To GAC** check box is selected. The files are automatically added to GAC.
 - If you do not have access to GAC, clear the **Add Assembly To GAC** check box and enter the SharePoint Site Port Number. The files are automatically added to the bin folder (default location is `C:\inetpub\wwwroot\wss\VirtualDirectories\[PortNumber]\bin`) within the site.
- Note** You can rerun the setup at a later date to install the custom pages if you did not do it initially.
4. Click **Install**.
 5. Update **Web.config** to get custom pages, support event handlers and configure SharePoint site. See [Update the Web configuration file](#).

Further configure:

- [TotalAgility Integration Server custom web pages in SharePoint](#).
- [TotalAgility Integration Server web parts in the SharePoint server](#).
- [Microsoft SharePoint Server and TotalAgility Integration Server to provide fault tolerance](#).

Update the web configuration file

Update the Web.config file for the TotalAgility Integration Server components.

To get custom pages

Add the following optional “appsettings” key values to the Web.config file in the target SharePoint web application folder. For example, C:\inetpub\wwwroot\wss\VirtualDirectories\<PortNumber> where <PortNumber> is the port number of the target SharePoint web application.

Appsetting	Description	If not specified
TAEEmbeddedSolutionURL	Point to the Integration Server site URL to integrate into the SharePoint web application.	The TotalAgility Form site is available at the same location as the SharePoint web application.
TALogonUserIdentifier	Point to the identifier that passes the SharePoint logon user name into embedded forms in the TotalAgility Forms site.	The LOGON_USER is used as the identifier.
TAWorkqueueEmbeddedForm:	Point to the form in the Integration Server Form site to use in the Workqueue custom page.	The WorkQueue.form is used.
TAJobListEmbeddedForm	Point to the form in the Integration Server Form site to use in the JobList custom page.	The JobList.form is used.
TADocURLIdentifier	Point to the identifier that passes the SharePoint document URL into embedded CreateNewJob forms in Integration Server.	The DOC_URL is used.
TADocNameIdentifier	Point to the identifier that passes the SharePoint document name into embedded CreateNewJob forms in Integration Server.	The DOC_NAME is used.

Example: Settings in Web.config file to get custom pages

```
<appSettings>
<add key="TAEEmbeddedSolutionURL" value="http://domainname:80/Forms/SharepointSite" />
<add key="TALogonUserIdentifier" value="LOGON_USER" />
<add key="TAWorkqueueEmbeddedForm" value="WorkQueue. form" />
<add key="TAJobListEmbeddedForm" value="JobList.form"/>
<add key="TADocURLIdentifier" value="DOC_URL"/>
<add key="TADocNameIdentifier" value="DOC_NAME"/>
</appSettings>
```

To support event handlers

Note If you copy and paste the code from this guide, correct any incorrect line breaks.

```
<configSections>
```

```

<section name="exceptionHandling"
type="Microsoft.Practices.EnterpriseLibrary.
ExceptionHandling.Configuration.ExceptionHandlingSettings,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
requirePermission="true" />
<section name="loggingConfiguration"
type="Microsoft.Practices.EnterpriseLibrary.
Logging.Configuration.LoggingSettings,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35" requirePermission="true" />
</configSections>

<loggingConfiguration
name=""
tracingEnabled="true"
defaultCategory="General">
<listeners>
<add name="Event Log Listener"
type="Microsoft.Practices.EnterpriseLibrary.Logging.
TraceListeners.FormattedEventLogTraceListener,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
listenerDataType="Microsoft.Practices.EnterpriseLibrary.
Logging.Configuration.FormattedEventLogTraceListenerData,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0, Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
source="Total Agility" formatter="Text Formatter"
log="" machineName="" traceOutputOptions="None" />
</listeners>
<formatters>
<add type="Microsoft.Practices.EnterpriseLibrary.Logging.
Formatters.TextFormatter,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
template="Timestamp: {timestamp}
{newline}&#xA;Message: {message}
{newline}&#xA;Category: {category}
{newline}&#xA;Priority: {priority}
{newline}&#xA;EventId: {eventid}
{newline}&#xA;Severity: {severity}
{newline}&#xA;Title: {title}
{newline}&#xA;Machine: {localMachine}
{newline}&#xA;App Domain: {localAppDomain}
{newline}&#xA;ProcessId: {localProcessId}
{newline}&#xA;Process Name: {localProcessName}
{newline}&#xA;Thread Name: {threadName}
{newline}&#xA;Win32 ThreadId: {win32ThreadId}
{newline}&#xA;Extended Properties:
{dictionary({key} - {value}{newline})}"
name="Text Formatter" />
</formatters>
<categorySources>
<add switchValue="All" name="General">
<listeners>
<add name="Event Log Listener" />
</listeners>
</add>
</categorySources>
<specialSources>
<allEvents switchValue="All" name="All Events" />

```

```

<notProcessed switchValue="All" name="Unprocessed Category" />
<errors switchValue="All" name="Logging Errors & Warnings">
<listeners>
<add name="Event Log Listener" />
</listeners>
</errors>
</specialSources>
</loggingConfiguration>
<exceptionHandling>
<exceptionPolicies>
<add name="Agility Exception Policy">
<exceptionTypes>
<add name="All Exceptions" type="System.Exception,
mscorlib,
Version=4.0.0.0,
Culture=neutral,
PublicKeyToken=b77a5c561934e089"
postHandlingAction="NotifyRethrow">
<exceptionHandlers>
<add name="Logging Exception Handler"
type="Microsoft.Practices.EnterpriseLibrary.
ExceptionHandling.Logging.LoggingExceptionHandler,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling.Logging,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
logCategory="General" eventId="100" severity="Error"
title="Total Agility"
formatterType="Microsoft.Practices.EnterpriseLibrary.
ExceptionHandling.TextExceptionFormatter,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling,
Version=5.0.505.0, Culture=neutral,
PublicKeyToken=31bf3856ad364e35" priority="0" />
</exceptionHandlers></add>
</exceptionTypes>
</add>
</exceptionPolicies>
</exceptionHandling>

```

Note SharePoint event handler executes in the context of the user who initiated the action.

For a SharePoint site

Note If you copy and paste the code from this guide, correct any incorrect line breaks.

- Update the <system.serviceModel> section:

```

<system.serviceModel>
<bindings>
<basicHttpBinding>
<binding name="BasicHttpBinding_Service" openTimeout="00:10:00"
closeTimeout="00:10:00" sendTimeout="00:10:00" receiveTimeout="00:10:00"
allowCookies="true"
maxBufferSize="2147483647" maxReceivedMessageSize="2147483647"
maxBufferPoolSize="524288">
<readerQuotas maxDepth="2147483647" maxStringContentLength="2147483647"
maxArrayLength="2147483647" maxBytesPerRead="2147483647"
maxNameTableCharCount="2147483647" />
<security mode="TransportCredentialOnly">
<transport clientCredentialType="None" />
</security>
</binding>
</basicHttpBinding>
</bindings>
<client>
<endpoint name="CoreIntegrationEventServiceEndpoint"

```

```
binding="basicHttpBinding" bindingConfiguration="BasicHttpBinding_Service"
contract="Agility.Server.Core.Model.Interfaces.Services.IIntegrationEventService"
address="http://[TotalAgility server name or IP Address]/TotalAgility/Services/Core/
IntegrationEventService.svc"/>
</client>
</system.serviceModel>
```

Replace <TotalAgility server name or IP Address> with the IP Address of the Integration Server.

Note Point the endpoint address to the integration service URL for Integration Server.

Network authentication for SharePoint and TotalAgility

TotalAgility and SharePoint are on the same domain

1. Ensure that TotalAgility site has Windows Authentication in Internet Information Services (IIS) and the required SharePoint users are added to the TotalAgility server. Perform the following in the TotalAgility server:
 1. Open **Internet Information Services (IIS) Manager**.
 2. Click **Sites > Default Web Site > TotalAgility**.
 3. On the **Features View** tab, double-click **Authentication**.
 4. Right-click **Windows Authentication** and click **Providers....**
 5. Check if, **Negotiate** and **NTLM** are available as providers. If not, add them from the **Available Providers** list.
2. Ensure that TotalAgility SharePoint Communicator site has windows authentication in Internet Information Services (IIS). Perform the following in the SharePoint server:
 1. Open **Internet Information Services (IIS) Manager**.
 2. Click **Sites > Default Web Site > TotalAgilitySharepointCommunicator**.
 3. On the **Features View** tab, double-click **Authentication**.
 4. Right-click **Windows Authentication** and click **Providers....**
 5. Check if, **Negotiate** and **NTLM** are available as providers. If not, add them from the **Available Providers** list.
 6. Ensure that Site App pool is changed to SharePoint site App pool.

TotalAgility and SharePoint are on different domains

Ensure that TotalAgility and SharePoint domains are trusted. If domains are not trusted, Windows authentication will not work, so it must be disabled and Anonymous authentication must be enabled in IIS. The Web.config files must also be updated. The steps to modify the Web.config files are given in the sub section.

Perform the following steps in the TotalAgility server and SharePoint server:

1. Open **Internet Information Services (IIS) Manager**.

2. Click **Sites > Default Web Site > TotalAgility**.
For SharePoint server, click **Sites > Default Web Site > TotalAgilitySharePointCommunicator**
3. On the **Features View** tab, double-click **Authentication**.
4. Right-click **Windows Authentication** and click **Disable**.
5. Right-click **Anonymous Authentication** and click **Enable**.

Update the web.config files

Update the Web.config files if TotalAgility and SharePoint are on different domains.

1. In the **Web.config** file for TotalAgility, replace `<transport clientCredentialType="Windows" />` with `<transport clientCredentialType="None" />` in the following bindings:
 - `BasicHttpBinding_SharepointCommunicatorService`
 - `BasicHttpBinding_Service`
 - `BasicHttpBinding_CoreService`
 - `WebHttpBinding_Service`
2. In the **Web.config** file for TotalAgilitySharePointCommunicator site on SharePoint server, replace `<transport clientCredentialType="Windows" />` with `<transport clientCredentialType="None" />` for `BasicHttpBinding_SharepointCommunicatorService` binding.
3. In the **Web.config** file for SharePoint site (C:\inetpub\wwwroot\wss\VirtualDirectories\<site port>), replace `<transport clientCredentialType="Windows" />` with `<transport clientCredentialType="None" />` for `BasicHttpBinding_SharepointCommunicatorService` binding.

Configure the TotalAgility custom web pages in SharePoint

Integrate a TotalAgility site directly into the SharePoint web interfaces to add the following TotalAgility forms to SharePoint:

- Create new job/workflow
- Work queue
- Take activities (displaying TotalAgility Integration Server take activity forms)
- Job/workflow list and job properties

TotalAgility site forms are hosted within custom ASPX web pages that are added to the target SharePoint web application.

Enable single sign-on

Provide single sign-on to access the SharePoint website and the Integration Server site.

Note Disable the Header Form option while creating the custom pages.

Use the default username initialization variable called "LOGON_USER" in the "top level" forms (CreateNewJob, WorkQueue and JobList) in the Integration Server site.

Note You can modify the name in the "LOGON_USER" if needed.

When implementing these forms, SharePoint passes the "LOGON_USER" variable into the embedded TotalAgility Integration Server forms to call the Integration Server API "UserService::GetSessionId()".

1. Map form variable, LOGON_USER to userId.
2. Provide 7 to logOnProtocol.
3. Map global variable, SESSION_ID to SessionId.
4. Map global variable, RESOURCE_ID to ResourceId.

The GetSessionId() API gets Integration Server session ID for the user if they are already logged on, otherwise it just logs the user. This avoids the need to provide a separate logon to the Integration Server forms that are integrated into SharePoint.

Note The SharePoint user *must* also be a user in Integration Server for single log on to work.

Add links to the "top level" Integration Server custom web pages in the SharePoint Quick Launch menu.

Add the TotalAgility Integration Server custom web pages to the SharePoint quick launch menu

1. Go to **Site Actions > Site Settings**.
2. Under Look and Feel category, click **Quick Launch**.
3. Add the following new headings and rename the headings if needed.

Heading	Web Address
TotalAgility Workqueue	<p>/_layouts/WorkQueue.aspx?EmbeddedForm=WorkQueue.form</p> <p>Note Rename WorkQueue.form to point to your TotalAgility work queue form; do not change the name if the form is called WorkQueue.form. If the Quick Launch menu is on a subsite, prefix the subsite name in the link as follows: /SubSiteName/_layouts/WorkQueue.aspx?EmbeddedForm=WorkQueue.form</p>
TotalAgility Create Workflows	<p>/_layouts/CreateJob.aspx?EmbeddedForm=Create%20Jobs.form</p> <p>Note Rename Create%20Jobs.form to point to your TotalAgility CreateNewJob form; do not change the name if the form is called Create Jobs.form. You can create multiple TotalAgility Create Workflow headings to point to different TotalAgility CreateNewJob embedded forms. If the Quick Launch menu is on a subsite, prefix the URL with SubSiteName as explained for TotalAgility Workqueue .</p>

Heading	Web Address
TotalAgility Workflows	/_layouts/JobList.aspx?EmbeddedForm=JobList.form <div style="border: 1px solid gray; padding: 5px;"> <p>Note Rename JobsList.form to point to your TotalAgility JobList form; do not change the name if the form is called JobList.form. If the Quick Launch menu is on a subsite, prefix the URL with SubSiteName as explained for TotalAgility Workqueue.</p> </div>

Add the create TotalAgility workflow context menu item to a document library

Provide context menu links in SharePoint document libraries to launch the TotalAgility Create Workflow custom page. Pass in the selected SharePoint document URL as an initialization variable to the new TotalAgility workflow or job so it can be used in TakeActivity forms to provide hyperlinks to the document.

Before you add a new context menu item to a document library, complete the following steps:

1. Create a process with two initialization parameters, DOC_URL and DOC_NAME.
2. Build a Create New Job form and add these initialization parameters:
 - DOC_URL
 - DOC_NAME
 - LOGON_USER
3. Modify the Getinitvarlist action to clear the DOC_URL and DOC_NAME parameters to retain values from the query string.

Add the new context menu item:

1. Create a text file with the following JavaScript:

```
<script>
function Custom_AddDocLibMenuItems(m, ctx)
{
  // parse the URL out of the itemTable
  var URL = "";
  var DocName = "";
  var index = itemTable.innerHTML.indexOf("href=");
  if (index > 0)
  {
    var str = itemTable.innerHTML.substr(index + 6);
    index = str.indexOf('"');
    if (index > 0)
    {
      URL = str.substr(0, index);
      index = str.indexOf('>');
      var index2 = str.indexOf('<');
      DocName = str.substr(index + 1, index2 - index - 1);
    }
  }
  if (URL != "")
  {
    strAction = 'window.location = "http://[domainname]:[Port Number]/[SubSiteName]/_layouts/CreateJob.aspx?DocUrl='
    + URL + '&DocName=' + DocName +
    '&EmbeddedForm=[CreateNewJobFormName.form]";';

    var strDisplayText = "Create workflow in TA";
    var strAction;
    var strImagePath = "";
  }
}
```

```

// Add menu item
CAMOpt(m, strDisplayText, strAction, strImagePath);

// add a separator to the menu
CAMSep(m);
}
return false;
}
</script>

```

2. Replace [domainname] with the location of the SharePoint web application that contains the TotalAgility custom web pages.
3. If required, specify the SharePoint subsite name in [SubSiteName].
4. Replace the [CreateNewJobFormName.form] text with the name of your TotalAgility CreateNewJob form.
5. If required, rename the menu item display text "Create workflow in TA" in the script.
6. Upload this file to SharePoint Shared Documents.
7. Provide the link to this file in Content Editor Web Part:
 1. Go to **Site Actions > Edit page**.
 2. Click **Add a Web Part**.
 3. In the **Media and Content** group, select **Content Editor Web Part**.
This mechanism injects JavaScript into the SharePoint page.
8. Save the changes to the SharePoint page and exit Edit mode.
A new menu item called "Create Workflow in TA" becomes available from the Context list for a document in this document library. Select the menu item to go to the CreateJob.aspx TotalAgility custom web page and pass in the document URL and name.
9. Add more context menu items to use multiple Create Workflow pages.

Configure the custom web pages

Perform the following steps if you configure the TotalAgility custom web pages in SharePoint.

1. Download a copy of existing Seattle.master from the Master Page gallery and rename it to KTA.master.
2. Open the KTA.master file in the editor.
3. To change the page logo to Kofax, update the LogoImageUrl as follows.

```

LogoImageUrl= <SharePoint:SiteLogoImage CssClass="ms-siteicon-img"
name="onetidHeadbnnr0" id="onetidHeadbnnr2" LogoImageUrl="/_layouts/15/images/
<Image>?rev=23" runat="server">

```

Replace <image> with the Kofax image name.
4. If using Internet Explorer, update the content attribute value of <meta> tag to "IE=Edge" in the KTA.master file as follows:

```

<meta http-equiv="X-UA-Compatible" content="IE=Edge"/>.

```
5. Upload the new KTA.master in the Master Page gallery as ASP NET Master Page file.
6. Publish the new KTA.master as a major version.
7. Set the new Master Page as Primary master page of your site.
8. Navigate to Site settings > Master Page and select the KTA.master page.
9. Update custom pages to use KTA.master.

Configure TotalAgility web parts in SharePoint server

Configure the SharePoint site that contains the Integration Server web parts to communicate with the Integration Server either using web services or enabling session.

Use web services

1. Open the `Web.config` file.
2. Add the key: `<add key="SPPServerName" value="<TotalAgility server name><:port>/<SiteName>" />`. For example, `<add key="SPPServerName" value="DL-WDEML-32:85">`
Note the following:
 - If you do not add the key, a message informs you that the web services communications layer to Integration Server is not configured.
 - In the key do not mention the Port if running under port 80.

Enable session

1. Navigate to the `C:\inetpub\wwwroot\VirtualDirectories\<Port>` folder.

Note Get the `<Port>` from address bar in Internet Explorer.

2. Open the `Web.config` file and do the following:
 1. Search for `"<add name="Session">` and uncomment this line.
 2. Search for the `"<pages enableSessionState"` tag and change the `"enableSessionState"` attribute value from `"false"` to `"true"`.

Set up the Microsoft SharePoint server and TotalAgility server to provide fault tolerance

Set up the TotalAgility server

Install MSMQ support:

1. Open Server Manager on the SharePoint Server.
2. Select to add Message Queuing feature.
3. Select the Message Queuing Server, Directory Service Integration and HTTP Support.

To set up the TotalAgility server:

1. Create a physical MSMQ queue on the TotalAgility Server:
 1. Go to **Computer Management\Message Queuing\Private Queues**.
 2. Create a Transactional private queue called: **TotalAgility/Services/Core/IntegrationEventService.svc**.

Note You must select the Transactional check box when creating the queue.

2. Enter the following two commands to configure IIS 7 to enable WAS to listen to the message queue and activate your service when new messages arrive:

```
appcmd set site "Default Web Site" -+bindings.
[protocol='net.msmq',bindingInformation='localhost']
appcmd set app "Default Web Site/TotalAgility" /enabledProtocols:net.msmq,http
```

3. Open the Web.config file located in the TotalAgility\Agility.Server.Web folder in your install location, for example, C:\Program Files\Kofax\TotalAgility\Agility.Server.Web.
4. Add the following msmq binding in the <bindings> section:

```
<netMsmqBinding>
  <binding name="MsmqBindingTransactionalNoSecurity" maxRetryCycles="3"
  receiveErrorHandler="Move" receiveRetryCount="3" retryCycleDelay="00:01:00">
    <security mode="None"/>
  </binding>
</netMsmqBinding>
```

5. Open the Web.config file located in the Core folder in your install location, for example, C:\Program Files\Kofax\TotalAgility\Agility.Server.Web\Services\Core, locate for <service name="Agility.Server.Core.Services.IntegrationEventService" behaviorConfiguration="Agility.Server.Web.Services.Behavior">.
6. Add the following endpoint below this service tag:

```
<endpoint address=
"net.msmq://localhost/private/TotalAgility/Services/Core/IntegrationEventService.svc"
binding="netMsmqBinding" bindingConfiguration="MsmqBindingTransactionalNoSecurity"
contract="Agility.Server.Core.Model.Interfaces.Services.IIntegrationEventService" />
```

7. Verify that the Microsoft Windows net.msmq Listener Adapter service is started.

Set up the Microsoft SharePoint server

1. Open the Web.config file for a SharePoint site.
2. Add the following tags under <bindings> section:

```
<netMsmqBinding>
  <binding name="MsmqBindingTransactionalNoSecurity" maxRetryCycles="3"
  receiveErrorHandler="Move" receiveRetryCount="3" retryCycleDelay="00:30:00">
    <security mode="None"/>
  </binding>
</netMsmqBinding>
```

3. Add the following tags under <client> section:

```
<endpoint address=
"net.msmq://<TA_MACHINENAME>/private/TotalAgility/Services/Core/
IntegrationEventService.svc"
behaviorConfiguration="MsmqBindingTransactionalTransportSecurity"
binding="netMsmqBinding" bindingConfiguration="MsmqBindingTransactionalNoSecurity"
contract="Agility.Server.Core.Model.Interfaces.Services.IIntegrationEventService"
name="Agility.Server.Core.Services.IntegrationEventService" />
```

4. Remove or comment out the following tag under <appSettings> section:

```
<add key="SPP_EventHandler_WebServiceURL" value="" />
```

5. Replace <TA_MACHINENAME> with the TotalAgility server name.

Chapter 5

Integrate Microsoft Dynamics CRM with TotalAgility Integration Server

To install and work with Dynamics CRM, users must have administrator rights.

Install Dynamics CRM

1. Navigate to `\\DynamicsCRMInstall` on the installation media, and double-click **Setup.exe**. The installation wizard appears.
2. Click **Next**.
3. In the **CRM Server URL** box, replace the `<ServerName>` with the CRM server name and replace `<Port>` with the port number on which CRM is running.
4. In the **CRM Service URL** box, replace the `<ServiceName>` with the CRM service name.
5. In the **Metadata Service URL** box, replace the `<MetaDataServiceName>` with the CRM metadata service name.
6. In the **Domain** box, enter the domain name.
7. Enter the **Username** and **Password**.
8. Click **Finish**. The installation starts and registers Event Handler in CRM and places necessary files in Global Assembly Cache (GAC).

Update the web configuration file for Dynamics CRM

Add the following script for the Integration Server components to support event handlers:

Note If you copy and paste the code from this guide, correct any incorrect line breaks.

```
<configSections>
<section name="exceptionHandling"
type="Microsoft.Practices.EnterpriseLibrary.
ExceptionHandling.Configuration.ExceptionHandlingSettings,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35" requirePermission="true" />
<section name="loggingConfiguration"
type="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.LoggingSettings,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0, Culture=neutral,
PublicKeyToken=31bf3856ad364e35" requirePermission="true" />
</configSections>
```

```
<loggingConfiguration
name=""
tracingEnabled="true"
defaultCategory="General">
<listeners>
<add name="Event Log Listener"
type="Microsoft.Practices.EnterpriseLibrary.Logging.TraceListeners.
FormattedEventLogTraceListener,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.
Configuration.FormattedEventLogTraceListenerData,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
source="Total Agility" formatter="Text Formatter"
log="" machineName="" traceOutputOptions="None" />
</listeners>
<formatters>
<add type="Microsoft.Practices.EnterpriseLibrary.Logging.Formatters.TextFormatter,
Microsoft.Practices.EnterpriseLibrary.Logging,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
template="Timestamp: {timestamp}{newline}&#xA;Message: {message}
{newline}&#xA;Category: {category}{newline}&#xA;Priority:
{priority}{newline}&#xA;EventId: {eventid}
{newline}&#xA;Severity: {severity}{newline}&#xA;Title:
{title}{newline}&#xA;Machine: {localMachine}
{newline}&#xA;App Domain: {localAppDomain}
{newline}&#xA;ProcessId: {localProcessId}
{newline}&#xA;Process Name: {localProcessName}
{newline}&#xA;Thread Name: {threadName}
{newline}&#xA;Win32 ThreadId: {win32ThreadId}
{newline}&#xA;Extended Properties:
{dictionary({key} - {value}{newline})}"
name="Text Formatter" />
</formatters>
<categorySources>
<add switchValue="All" name="General">
<listeners> <add name="Event Log Listener" />
</listeners>
</add>
</categorySources>
<specialSources>
<allEvents switchValue="All" name="All Events" />
<notProcessed switchValue="All" name="Unprocessed Category" />
<errors switchValue="All" name="Logging Errors & Warnings">
<listeners> <add name="Event Log Listener" />
</listeners>
</errors>
</specialSources>
</loggingConfiguration>

<exceptionHandling>
<exceptionPolicies>
<add name="Agility Exception Policy">
<exceptionTypes>
<add name="All Exceptions" type="System.Exception, mscorlib,
Version=4.0.0.0,
Culture=neutral,
PublicKeyToken=b77a5c561934e089"
postHandlingAction="NotifyRethrow">
<exceptionHandlers>
<add name="Logging Exception Handler"
type="Microsoft.Practices.EnterpriseLibrary.ExceptionHandling.
Logging.LoggingExceptionHandler,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling.Logging,
```

```

Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
logCategory="General" eventId="100" severity="Error"
  title="Total Agility"
formatterType="Microsoft.Practices.EnterpriseLibrary.
  ExceptionHandling.TextExceptionFormatter,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling,
Version=5.0.505.0,
Culture=neutral,
PublicKeyToken=31bf3856ad364e35"
priority="0" />
</exceptionHandlers>
</add>
</exceptionTypes>
</add>
</exceptionPolicies>
</exceptionHandling>

```

Update web.config for the CRM virtual directory

```

<system.serviceModel>
<bindings>
  <basicHttpBinding>
    <binding name="BasicHttpBinding_Service" openTimeout="00:10:00"
closeTimeout="00:10:00"
sendTimeout="00:10:00" receiveTimeout="00:10:00" allowCookies="true"
maxBufferSize="2147483647"
maxReceivedMessageSize="2147483647" maxBufferPoolSize="524288">
  <readerQuotas maxDepth="2147483647" maxStringContentLength="2147483647"
maxArrayLength="2147483647" maxBytesPerRead="2147483647"
maxNameTableCharCount="2147483647" />
  <security mode="TransportCredentialOnly">
    <transport clientCredentialType="None" />
  </security>
</binding>
</basicHttpBinding>
</bindings>
<client>
  <endpoint name="CoreIntegrationEventServiceEndpoint"
binding="basicHttpBinding" bindingConfiguration="BasicHttpBinding_Service"
contract="Agility.Server.Core.Model.Interfaces.Services.IIntegrationEventService"
address="http://<TotalAgility server name or IP Address>/TotalAgility/Services/Core/
IntegrationEventService.svc"/>
</client>
</system.serviceModel>

```

Note Replace <TotalAgility server name or IP Address> with the IP Address of the Integration Server.

Chapter 6

Integrate Microsoft Dynamics AX with TotalAgility Integration Server

To install and work with Dynamics AX,

- Users created in TotalAgility must have Deployment Administrator rights.
- If a user does not use the *default Deployment Administrator* to install the TotalAgility Dynamics AX integration, the user must meet the following conditions:
 - Be the system administrator in AX.
 - Have full CAL access.

Failure to meet the preceding criteria generates the following error message during installation: "System unable to process request error."

1. Navigate to the `//DynamicsAXInstall` on the installation media, and double-click **Setup.exe**. The Kofax TotalAgility for Dynamics AX Setup wizard appears.

2. Click **Next**.

The window displays a list of prerequisite software for Dynamics AX.

Note If the required software is not installed, you must first install the software and then install Dynamics AX. If using Dynamics AX 2009, install .NETFramework 3.5. If using Dynamics AX 2012, install .NETFramework 4.6.1.

3. Click **Next**.

The Destination window appears.

4. Use the information in the following table to specify file paths in the Destination Folder:

Destination Folder	Sample Path for Dynamics AX 2009	Sample Path for Dynamics AX 2012
DAX website Physical Location	C:\inetpub\wwwroot \MicrosoftDynamicsAXAif50\	C:\inetpub\wwwroot \MicrosoftDynamicsAXAif60
DAX website URL	Default Web Site/ MicrosoftDynamicsAXAif50/	Default Web Site/ MicrosoftDynamicsAXAif60/
DAX Client Physical Location	C:\Program Files\Microsoft Dynamics AX\50\Client\Bin\	C:\Program Files (x86)\Microsoft Dynamics AX\60\Client\Bin
DAX Server Physical Location	C:\Program Files\Microsoft Dynamics AX\50\Server \DynamicsAx1\Bin	-NA-

5. Click **Next**.

The Credentials window appears.

6. Enter your **Username** and **Password** to associate with DAX Application pool.
7. Click **Next**.
The system displays the installation status and a summary of installation report when installation is complete.
8. Click **Finish**.

Important If you are using 64 bit operating system and Dynamics AX 2009 32 bit application, enable the application pool account associated with the DAX Communicator site. In the IIS Manager, click Application Pools > DAXAppPool > Advanced Settings and set True for Enable 32-Bit Applications.

Create Dynamics AX service reference to the TotalAgility web service

As AOT (Application Object Tree) is in the Development Workspace, ensure to deploy the Development Workspace to add in references. Otherwise, you cannot integrate TotalAgility with Dynamics AX. See the Microsoft website for more information.

Create Dynamics AX 09 service reference to the TotalAgility web service

1. Click **AOT** (Application Object Tree) and press **Ctrl+D**.
2. In the application object tree, Right-click **References** and select **Add service reference**.
3. Complete the **Add service reference** window with the following information:
 1. WSDL URL: Enter the web URL of the DynamicsAxIntegrationService within the Agility IIS web application. For example,
`http://Server/Agility.Server.Web/Services/SDK/DynamicsAxIntegrationService.svc`
 2. .Net code namespace: **KtaEventsService**.
 3. Reference name: **KtaEventsService**.
 4. Service description: Description of the service reference.
4. Click **OK**.

Create Dynamics AX 12 service reference to the TotalAgility web service

1. Click **AOT** (Application Object Tree) and press **Ctrl+Shift+W**.
2. In the application object tree, right-click **References** and select **Add Reference**.
3. Browse to the TotalAgility assembly, KtaEvents.Services.dll that was installed previously. For example,
`C:\Program Files (x86)\Microsoft Dynamics AX\60\Client\Bin`
4. Click **OK**.

Add a reference

Add a reference to the `Agility.Server.Integration.Common.dll` assembly in Dynamics AX.

In Dynamics AX 09

1. Right-click **References** and select **Add reference**.
The assembly browsing form opens.
2. Browse to the **client\bin** directory of the Dynamics AX 09 installation. For example,
`C:\Program Files (x86)\Microsoft Dynamics AX\50\Client\Bin`
3. Select the **Agility.Server.Integration.Common.dll** assembly and click **OK**.
The newly added assembly appears under references.

In Dynamics AX 12

1. Right-click **References** and select **Add reference**.
2. Browse to the TotalAgility assembly, `Agility.Server.Integration.Common.dll`, that was installed previously. For example,
`C:\Program Files (x86)\Microsoft Dynamics AX\60\Client\Bin`
The newly added assembly appears under references.
3. Click **OK**.

Edit the service configuration file for Dynamics AX 12

1. Browse to the **client\bin** directory of the Dynamics AX where the WCF service configurations file, `KtaEvents.Services.dll.config` was copied by the installer.
2. Edit the endpoint to point to the valid TotalAgility Service for Dynamics AX notifications (`...Services/SDK/DynamicsAxIntegrationService.svc`).

Import the TotalAgility connector class into Dynamics AX

1. In the AOT, click **Import** or press **Ctrl+Shift+I**.
2. Browse to the Dynamics AX Setup installation directory. For example,
`C:\Program Files\Dynamics AX Setup\`
3. Select the XPO class, such as `Class_KtaController.xpo`.
4. Click **OK** to initiate the import or compilation process.

Note Once the class is imported, the status tab in the compiler output page displays any errors.

Edit Database X++ event methods

1. To alter the Application CUD (create, update and delete) class event methods, call the custom class method `EventChangeNotifyKtaWebService` when a CUD event is performed within Dynamics AX.
2. Edit the Application class methods (**InsertLog**, **DeleteLog** & **UpdateLog**) by adding a single line to the appropriate location within each method:
 1. **Insertlog method:** `new ktaController().EventChangeNotifyKtaWebService("Create", recordInserted, null, conNull(), recordInserted.RecId);`
 2. **Deletelog method:** `new ktaController().EventChangeNotifyKtaWebService("Delete", recordDeleted, null, conNull(), recordDeleted.RecId);`
 3. **Updatelog method:** `new ktaController().EventChangeNotifyKtaWebService("Update", recordOrig, recordUpdated, changedFields, recordUpdated.RecId);`

Note The onsite AX administrator registers the `Databaselog` events for various AX documents. For example, if the *Customer*, *SalesOrder* and *Purchase Requisition* documents have the Insert, Update and Delete events registered against them, and when one of these events execute for one of these documents, TotalAgility is informed through a WCF call.

Verify the Application Pool account

Verify that the App Pool account is using the correct Business Connector.NET (BC.NET) Windows credentials.

1. On the Start menu, select **All Programs > Accessories > Run**.
2. Enter `inetmgr` and click **OK**.
The IIS Manager appears.
3. Navigate to Application Pool accounts.
4. Select the **DAXKTA** account and verify that the identity is the same as the BC.NET Windows credentials.
5. If the credentials differ, on the Actions panel, click **Advanced Settings**, select the identity and click **Edit**.
6. Click **OK**.
The Application Pool Identity window appears.
7. Click **Set**.
The Set Credentials window appears.
8. Enter the user credentials that are associated with the BC.NET account within Dynamics AX and click **OK**.

Note The Kofax WCF service uses the BC.NET account to connect to Dynamics AX.

Chapter 7

Integrate HP TRIM with TotalAgility Integration Server

This chapter provides the instructions for integrating HP TRIM with the TotalAgility Integration Server.

Identify the TRIM SDK version

1. Navigate to the `C:\Program Files\Kofax\TotalAgility\` folder.
2. Right-click **TrimSDKPIA20.dll** and select **Properties**.
The TrimSDKPIA20.dll properties window appears.
3. On the properties window, select the **Version** tab.
The File Version displays the current TRIM version, such as 7.3.0.

Note For TRIM SDK 7.3.0 and later, you will require to enter this number in the <assemblyBinding> section of the Web.config file (See [Set up the HP TRIM server](#)).

Set up the HP TRIM server

To set up the TRIM server, install and configure TotalagilitytrimCommunicatorService and then configure the event handler in HP TRIM.

Install and configure TotalAgilityTrimCommunicatorService

To install and work with TRIM, users must have administrator rights.

1. Log on to the HP TRIM server with an account with Local Admin privilege.
2. Navigate to `\\TrimInstallation` on the installation media and double-click **Setup.exe**.
The installation wizard appears.
3. Click **Next**.
4. Click **Finish**.
5. From the location where TRIM is installed, for example `C:\Program Files\Hewlett-Packard\HP TRIM\`, copy **TrimSDKPIA20.dll** to Global Assembly Cache (GAC).
6. Configure **Web.config**:
 1. In `C:\Program Files\Kofax\TotalAgility\ TotalAgilityTrimCommunicatorService`, open **Web.config** in a text editor.

2. Locate the configuration > runtime tag and edit the <assemblyBinding> section as follows:

```
<assemblyBinding>
<assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
<dependentAssembly>
<assemblyIdentity name="TrimSdkPIA20"
publicKeyToken="533fc65e30e543fa" />
<bindingRedirect oldVersion="6.2.2.8614"
newVersion="<latest version>" />
</dependentAssembly>
</assemblyBinding>
```

Replace the <latest version> with the version of **TRIM SDK**. See [Identify the TRIM SDK version](#).

3. Edit the <appSettings> section as follows:

```
<appSettings>
<add key="TrimDocumentRecordType"
value="DocumentRecordType" />
<add key="TrimFolderRecordType"
value="FolderRecordType" />
<add key="WorkGroupServerName" value="ServerName" />
</appSettings>
```

- Replace the DocumentRecordType with the document URI value. If you do not know the document URI value, enter **4**.
- Replace the FolderRecordType with the folder URI value. If you do not know the folder URI value, enter **3**.
- Replace the ServerName with the computer name of the Server.
To identify the computer name of the server, open **Windows Explorer**, right-click **Computer** and click **Properties**. In the Computer name, domain, and workgroup settings group, click **Change Settings**. Copy the computer name.

Important When you first install the TotalAgility TRIM integration, a TrimIntegrationAppPool with a local system identity is created. This causes an error if the TRIM server is remote. To resolve this error, update the TrimIntegrationAppPool identity to an account with administration permissions.

Configure the event handler in HP TRIM

Configure TotalAgility events for actions in the HP TRIM System.

1. Copy the following DLLs to the TRIM binaries directory (usually C:\Program Files\Hewlett-Packard\HP TRIM):
 - **Agility.Server.Integration.Trim.dll**
 - **Agility.Server.Integration.Model.dll**
 - **Agility.Server.Integration.Common**
2. To register the dll:
 1. Open **TRIM**.
 2. Select **Tools > Context Administration > External Links**.
The TRIM Context External Links window appears.

3. Click **New Record AddIn**.
The Record AddIn Properties window appears.
 4. Enter a Link Name.
 5. In the COM Add-In PROGID box, enter the
ProgId,Agility.Server.Integration.Trim.TrimIntegrationEventHandler
 6. Click **OK**.
The TRIM Context External Links window displays the new link.
 7. Select the link and click **Properties**.
The Record AddIn Properties window appears.
 8. Click the **Used By** tab.
 9. Check the Document and File Folder under Record list and click **OK**.
This configures the Event handler on TRIM.
3. In C:\Program Files\Hewlett-Packard\HP TRIM\, open the **trim.exe.config** file in a text editor and add or replace the following tags:

Note If you cut and paste from this guide, correct any incorrect line breaks.

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
<configSections>
<section name="loggingConfiguration"
type="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.LoggingSettings,
Microsoft.Practices.EnterpriseLibrary.Logging, Version=5.0.505.0, Culture=neutral,
PublicKeyToken=31bf3856ad364e35" requirePermission="true" />
<section name="exceptionHandling"
type="Microsoft.Practices.EnterpriseLibrary.ExceptionHandling.Configuration.
ExceptionHandlingSettings,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling, Version=5.0.505.0,
Culture=neutral, PublicKeyToken=31bf3856ad364e35" requirePermission="true" />
</configSections>
<exceptionHandling>
<exceptionPolicies>
<add name="Agility Exception Policy">
<exceptionTypes>
<add name="All Exceptions" type="System.Exception, mscorlib, Version=4.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089"
postHandlingAction="NotifyRethrow">
<exceptionHandlers>
<add name="Logging Exception Handler"
type=
"Microsoft.Practices.EnterpriseLibrary.ExceptionHandling.Logging.LoggingExceptionHandler,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling.Logging, Version=5.0.505.0,
Culture=neutral, PublicKeyToken=31bf3856ad364e35"
logCategory="General" eventId="100" severity="Error" title="Total Agility"
formatterType=
"Microsoft.Practices.EnterpriseLibrary.ExceptionHandling.TextExceptionHandler,
Microsoft.Practices.EnterpriseLibrary.ExceptionHandling, Version=5.0.505.0,
Culture=neutral, PublicKeyToken=31bf3856ad364e35"
priority="0" />
</exceptionHandlers>
</add>
</exceptionTypes>
</add>
</exceptionPolicies>
</exceptionHandling>
<system.serviceModel>
<bindings>
<basicHttpBinding>
```

```
<binding name="BasicHttpBinding_Service" openTimeout="00:10:00" closeTimeout="00:10:00"
sendTimeout="00:10:00" receiveTimeout="00:10:00" allowCookies="true"
maxBufferSize="2147483647" maxReceivedMessageSize="2147483647" maxBufferPoolSize="524288">
<readerQuotas maxDepth="2147483647" maxStringContentLength="2147483647"
maxArrayLength="2147483647" maxBytesPerRead="2147483647"
maxNameTableCharCount="2147483647" />
<security mode="TransportCredentialOnly">
<transport clientCredentialType="None" />
</security>
</binding>
</basicHttpBinding>
</bindings>
<client>
<endpoint name="CoreIntegrationEventServiceEndpoint"
binding="basicHttpBinding" bindingConfiguration="BasicHttpBinding_Service"
contract="Agility.Server.Core.Model.Interfaces.Services.IIntegrationEventService"
address="http://<TotalAgility server name or IP Address>/TotalAgility/Services/Core/
IntegrationEventService.svc"/>
</client>
</system.serviceModel>
</configuration>
```

Replace <TotalAgility server name or IP Address> with the IP Address of the TotalAgility server.

Chapter 8

Integrate Customer Communication Manager with TotalAgility Integration Server

To integrate Customer Communication Manager (CCM) server with TotalAgility Integration server, manually replace the placeholder, {http://ccmserver:port} in the following format-`http(s)://<CCMServer>:<Portnum>` in the Web.config file which is available in Agility.Server.Web.

CCM proxy installation on the Web server

This chapter describes two methods for installing the CCM Proxy Web server:

- Silent installation.
- Standard installation.

Ensure that the Microsoft plugin, Web Platform Installer is installed before installing the CCM Proxy Web server. You can install the Microsoft Web Platform from the following location: <https://www.microsoft.com/web/downloads/platform.aspx>

Silent Installation

1. On the installation media, navigate to `\\CCMProxyInstallation`.
2. Launch a Command Prompt window and run **Setup.exe** and enter the CCM Server URL in the following format: `http(s)://<CCMServer>:<Portnumber>`.
Provide the IP address and port number of the CCM server. The installer updates the Web.config file with CCM server details and enables the proxy rewrite rules on the web server (IIS).
3. Press **Enter**.
The CCM Proxy is installed in the silent mode.
The system generates a log file on the desktop which reports errors (if any).

Standard Installation

1. On the installation media, navigate to `\\CCMProxyInstallation` and double-click **Setup.exe**. The **CCM Proxy Configuration** window appears.
2. Enter the **CCM Server URL** in the following format: `http(s)://<CCMServer>:<Portnum>`. The Web.config file is automatically updated with the CCM Server IP and the Port number.
3. Click **Configure**.
4. Click **OK**.

Chapter 9

Configure TotalAgility Integration Server for HTTPS communication

Enable SSL (Secure Sockets Layer) communication for the TotalAgility web layer and TotalAgility Core Worker to communicate with core services and Kofax Transformation Server.

To enable SSL for TotalAgility Application:

1. Open **Internet Information Services (IIS) Manager**.
2. Right-click the **Default Web Site** and click **Edit Bindings**.
3. Click **Add**.
 1. On the **Type** list, select **HTTPS**.
 2. On the **SSL certificate** list, select the certificate.
 3. Click **OK**.
4. Click TotalAgility and click **SSL settings** on the Features tab.
 1. Click **Require SSL**.
 2. **Accept** the Client Certificates.
 3. Click **Apply**.

Change the bindings in Integration Server Web.config file

1. Open `C:\Program Files\Kofax\TotalAgility\Agility.Server.Web\Web.config` file.
2. Uncomment the HTTPS SSL with application logon for all bindings.
3. Comment the HTTP with Windows authentication sections for all bindings.
4. Update `httpGetEnabled="false"` and `httpsGetEnabled="true"`.
5. Save the file.

Update the `Kofax TotalAgility Core Worker Agility.Server.Core.WorkerService.exe.config` located in the `C:\Program Files\Kofax\TotalAgility\CoreWorkerService` directory for all client endpoints `BasicHttpsBinding_Service` and restart the TotalAgility CoreWorker service. The Kofax Transformation Designer can be updated to use SDK SVC accessed through SSL, by updating the connection within Kofax Transformation Designer options.

Chapter 10

CCM proxy installation on the Web server

This chapter describes two methods for installing the CCM Proxy Web server:

- Silent installation.
- Standard installation.

Ensure that the Microsoft plugin, Web Platform Installer is installed before installing the CCM Proxy Web server. You can install the Microsoft Web Platform from the following location: <https://www.microsoft.com/web/downloads/platform.aspx>

Silent Installation

1. On the installation media, navigate to `\\CCMProxyInstallation`.
2. Launch a Command Prompt window and run **Setup.exe** and enter the CCM Server URL in the following format: `http(s)://<CCMServer>:<Portnumber>`.
Provide the IP address and port number of the CCM server. The installer updates the Web.config file with CCM server details and enables the proxy rewrite rules on the web server (IIS).
3. Press **Enter**.
The CCM Proxy is installed in the silent mode.
The system generates a log file on the desktop which reports errors (if any).

Standard Installation

1. On the installation media, navigate to `\\CCMProxyInstallation` and double-click **Setup.exe**.
The **CCM Proxy Configuration** window appears.
2. Enter the **CCM Server URL** in the following format: `http(s)://<CCMServer>:<Portnum>`.
The Web.config file is automatically updated with the CCM Server IP and the Port number.
3. Click **Configure**.
4. Click **OK**.

Update the CCM Server URL in the TotalAgility Web.config file

You can manually update the CCM Server URL in TotalAgility Web.config before setting up the integration to CCM.

1. Navigate to the installation directory for the TotalAgility server.

2. In a text editor, open **TotalAgility Web.config** from the following directory:

\\TotalAgility\Agility.Server.Web

3. Locate the following section:

```
<rewrite>
  <rules>
    <rule name="CCMInteractiveProxy" stopProcessing="true">
      <match url="CCM/Proxy/Interactive/(.*)" />
      <action type="Rewrite" url="{http://ccmserver:port}/ccm/Interactive/{R:1}" />
    </rule>
    <rule name="CCMDesignerProxy" stopProcessing="true">
      <match url="CCM/Proxy/Repository/(.*)" />
      <action type="Rewrite" url="{http://ccmserver:port}/ccm/Repository/{R:1}" />
    </rule>
    <rule name="ComposerUIJavascriptProxyRule" stopProcessing="true">
      <match url="CCM/Proxy/ccmcomposerui.js" />
      <action type="Rewrite" url="{http://ccmserver:port}/proxy/ccmcomposerui.js" />
    </rule>
    <rule name="ComposerUICssProxyRule" stopProcessing="true">
      <match url="CCM/Proxy/ccmcomposerui.css" />
      <action type="Rewrite" url="{http://ccmserver:port}/proxy/ccmcomposerui.css" />
    </rule>
    <rule name="ComposerUIImgProxyRule" stopProcessing="true">
      <match url="CCM/Proxy/img/(.*)" />
      <action type="Rewrite" url="{http://ccmserver:port}/proxy/img/{R:1}" />
    </rule>
    <rule name="CCMDesignerStaticProxyRule" stopProcessing="true">
      <match url="CCM/Proxy/static/(.*)" />
      <action type="Rewrite" url="{http://ccmserver:port}/ccm/static/{R:1}" />
    </rule>
  </rules>
```

4. Replace the `http://<ccmserver>:<port>` with the `ccmserver` URL.
5. Save and close the configuration file.

Chapter 11

Launch TotalAgility Integration Server

1. Enter `http://[TotalAgility server hostname or IP]/TotalAgility/Designer/default.htm` URL in the browser.
2. Enter the login credentials of the tenant used during installation.
TotalAgility Designer is launched in the browser.
3. Alternatively, click **Start > All Programs > Kofax TotalAgility > Designer**.

Uninstall TotalAgility Integration Server

Uninstall using the wizard

1. Click **Start > All Programs > Kofax TotalAgility** and select **Uninstall or Repair Kofax TotalAgility**.

The **Repair/Uninstall** window opens.

2. Select **Uninstall** and click **Next**.

The **Uninstall** window opens.

3. Click **Next**.

The **Uninstalling** window opens.

When the uninstall is complete, the **Uninstallation Complete** window opens.

The summary report lists the components, servers, applications and services uninstalled.

4. Click **Finish**.

Note If there are any errors during uninstall, Integration Server automatically creates a log file called **Kofax TotalAgilityInstallationErrorLog.txt** on your desktop. This log file contains information on errors.

Uninstall in silent mode

1. Navigate to the root directory of the **Setup.exe** file.

2. Run `Setup.exe /Silent/U`.

The system uninstalls Integration Server and automatically creates a log file on your desktop. This log file contains information on errors, if any.

Note Uninstalling in silent mode will not only remove the applied fix pack or service pack but it will remove Kofax TotalAgility application completely. To install TotalAgility again, you must install its base version and then apply any patches again.

Chapter 13

Upgrade process

Navigate to TotalAgility Installation media and double-click **Setup.exe** and follow the upgrade instructions.

If any errors occur during upgrade, TotalAgility creates a log file called **Kofax TotalAgilityInstallErrorLog.txt** on your desktop. Fix the errors.

Important To upgrade TotalAgility from any version below 7.0.2. to 7.4.0, you must migrate to 7.0.2 first, and then upgrade 7.0.2 to 7.4.0. See the *Kofax TotalAgility Migration Guide*.

On upgrade, the TotalAgility Integration Server installer restores the following configuration settings:

- All existing AppSettings
- All existing Security Bindings

Upgrade TotalAgility Integration Server in silent mode

1. Go to the root directory of setup.exe.
2. Open the Command Prompt window as an Administrator and change the command line to the root directory of Setup.exe.
3. Run `Setup.exe /Silent /Upgrade`.

The system generates a log file which reports errors (if any).

The success or failure of installation is indicated in the event log.

Chapter 14

Troubleshooting

This section describes the issues you may encounter and their resolution.

TotalAgility Integration Server AppPool exists

Integration Server creates an application pool called TotalAgilityAppPool. Ensure you do not have an existing application pool of the same name as it may cause issues when installing or upgrading.

Site location invalid error

SharePoint security issues can occur when the TotalAgilitySharePointCommunicator web service hosted in IIS does not have permission to access the SharePoint site in IIS. This can cause a "Site location is invalid" error when integrating TotalAgility with SharePoint.

To resolve this issue:

1. Ensure the TotalAgilitySharePointCommunicator web service is running under the same application pool as your SharePoint site. Depending on the security trust level within SharePoint, TotalAgility can cause communication failures between TotalAgilitySharePointCommunicator and SharePoint due to permissions.
2. Turn off ASP impersonation on the TotalAgilitySharePointCommunicator web service in IIS (if enabled); ASP impersonation is not supported by the SharePoint application pool and may cause permission issues with remote SharePoint and TotalAgility servers.