Kofax TotalAgility

Prerequisites

Version: 7.4.1

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KOFAX

Legal Notice

Table of Contents

Preface

This guide provides the following important information.

- System requirements for installing Kofax TotalAgility
- Database management requirements
- Instructions for running the prerequisite utility
- Software checklist for various installation types

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 Integration Server Installation Guide*: Describes how to install Kofax Integration Server and integrate it with other products.
- *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.

Prerequisites

The primary source of information about supported operating systems and other Kofax TotalAgility requirements is the Technical Specifications document, which is available on the Kofax website at www.kofax.com. This chapter provides additional details about Kofax TotalAgility hardware and system requirements.

TotalAgility

This section provides information about TotalAgility system requirements for the server where both the Web Server and Application Server exist. You must install the Web Server and Application Server with the same user account.

Note TotalAgility is supported in virtual machine environments, such as the Hyper-V role in Windows Server 2008 R2.

Each virtual machine (child partition) must have sufficient processor resources, memory, and disk resources for its TotalAgility instance.

Supported operating systems

See the Technical Specifications document on the Kofax website.

Minimum hardware requirements

Component	Requirement
Processor Type	x64 Processor: AMD Opteron, AMD Athlon 64, Intel Xeon with Intel EM64T support, Intel Pentium IV with EM64T support
Processor Speed	x64 Processor: 2.6 GHz or faster
Disk Space	4 GB of available hard disk space Disk space requirements may vary with the TotalAgility components you install.
Memory	8 GB
Database	100 MB
DVD Drive	If installing from disk

Software checklist

The system performs the following software check when you run the Prerequisite utility before installing TotalAgility to ensure all required software is installed on your computer.

Web Server and Real Time Transformation Service

- Windows Operating System (Windows 2008 & above)
- .NET Framework (4.5.2 & above)
- Log on as a service
- IIS (ASP.NET, Windows Authentication, Static Content)
- WCF HTTP Activation

Application Server

- Windows Operating System (Windows 2008 & above)
- .NET Framework (4.5.2 & above)
- Log on as a service
- IIS (ASP.NET, Windows Authentication, Static Content)
- WCF HTTP Activation
- SQL Command Utilities
- SQL Server Native Client
- Database Creation Permissions

Note the following

- The SQL Command Utilities and SQL Server Native Client are only required to run database scripts for a TotalAgility installation and upgrade.
- Kofax Message Connector requires .NET Framework 3.5 SP1. Download .NET Framework from the Microsoft website.

See Appendix A for more information.

Web Application Server

For the Web Application Server software checks, see Application Server.

Permissions and privileges

Database permissions

- The account used to connect to the database during the installation requires DB_CREATOR rights to create the databases. Upon completion of the installation, this permission can be removed.
- If the installer is to overwrite pre-existing databases (as opposed to creating new databases), then the account used to connect to the database needs to be a member of the DB_OWNER role.

- The same account specified during the installation is used to connect to the database at runtime. The runtime privileges required by this account are db_datareader, db_datawriter and Execute permissions.
- After installation, the service account is granted the db_owner role in the database.

> **Note** For a list of supported databases, see the Technical Specifications document, which is available on the Kofax website at www.kofax.com.

Privileges to run Kofax TotalAgility components

The privileges required for running various Kofax TotalAgility components are based upon the "Principle of Least Privilege."

The installation privileges are different than those required to run TotalAgility. Installing TotalAgility requires administrator privileges.

All the Service accounts require certain privileges.

- Local Policies Permissions

    1. Log on as Administrator and open a Command Prompt window.

    2. Run the following command: **secpol.msc**

    3. Under Security Settings, navigate to **Local Policies**, click **User Rights Assignment**, and ensure the account has following permissions:
        - Allow logon locally
        - Log on as a service
        - Bypass traverse checking
- You must have read and write permissions on the ProgramData folder, and enumerate the network user accounts against a domain. When the AppPool user changes, permissions to the ProgramData folder must be granted manually.
- When a split Web Application server is deployed, and Kerberos is being used, enable the computer and the user account used by IIS to be trusted for delegation.
- The service account under which the Transformation Server service runs must have the administrative privileges on the server.
- The service account under which the Streaming service runs must have permissions to register a URL and reserve a namespace for it. If it is a non-admin account, the local machine administrator needs to do these for the service account. See the *TotalAgility Installation Guide*.
- The license service can be run under a non-admin account. The non-admin account should have permission to open a WCF listener. If it is running under a non-admin account on a non- standard port, you should reserve a namespace for it. To do so, on the Command Prompt, run the following command using an account that has administrator rights on the local machine:

```
netsh http add urlacl url=http://+:3581/SAL user=%domainuser%
netsh http add urlacl url=http://+:3581/SALMetadata user=%domainuser%"
```

- When you run the Import Connector with a non-admin account, the following permissions are required:
    - Registry Permissions: Read permissions on HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node \Kofax\KIC-ED\MC

- Folder Permissions: Full control on the following folders; Appdata\Kofax\KIC-ED\MC, Installation Folder, Temp Folder

The account used to execute the active directory synchronization (configured as a server variable) requires the following:

- Read MemberOf
- List Contents
- Read E-mail-Addresses
- Read userPrincipalName
- Read department
- Read cName

Transformation Server

This section provides information about system requirements for installing the Transformation Server.

Supported operating systems

See the Technical Specifications document on the Kofax website.

Note Transformation Server installs some runtime prerequisites. The Prerequisite utility checks for the software which Transformation Server does not install.

Minimum hardware requirements

Component	Requirement
Processor Type	x64 Processor: AMD Opteron, AMD Athlon 64, Intel Xeon with Intel EM64T support, Intel Pentium IV with EM64T support
Memory	See Calculate memory requirements
Database	Not required

Software checklist

- Windows Operating System (Windows 2008 & above)
- .NET Framework (4.5.2 & above)

  Note For a Transformation Server, .NET Framework is automatically installed.

- Log on as a service

See Appendix A for more information. Also, see the runtime prerequisites for the Transformation Server.

Privileges

You must have administrator privileges to run the Transformation Server on-premise multi-tenancy on all Windows (Server) operating system.

Non-Admin access permissions

Transformation Server can be run on On-Premise using the following non-admin privileges:

Set up a user account (For example, TS_User) for Transformation Server.

- TS_User must be part of Windows Group: Users.
- TS_User must have the Local Security Policy rights: Log on as Service.
- TS_User must have full access to the log file folder configured for logging. (By default, it is the installation folder)
- TS_User must have full access to the folders:
  - `C:\ProgramData\Kofax`
  - `C:\Program Files (x86)\Common Files\Kofax\Server`

    Note This folder contains "Kofax.CEBPM.CPUServer.ServiceHost.exe.config."

- TS_User must have the following rights to the database:
  - db_reader
  - db_writer
  - Execute permission

Reporting Server

Kofax Reporting provides centralized storage of historical operational metrics and audit data. Kofax Reporting includes the components such as the ETL Agent and databases.

Important Due to high process utilization by Transformation Server (99%), Reporting Server is known to produce a "SQL Timeout error" when installed on the same machine as Transformation Server. Therefore, you must install Reporting Server separately from Transformation Server.

Software checklist

- Windows Operating System (Windows 2008 & above)
- .NET Framework (4.5.2 & above)
- Log on as a service

See Appendix A for more information.

Permissions and privileges

- The user who will run the Reporting Server must have "Log on as Service" rights. The user need not have the administrative rights.
- The user must have read and write permissions on the ProgramData folder, and enumerate the network user accounts against a domain. When the AppPool user changes, permissions to the ProgramData folder must be granted manually.
- Also, the user who is running Reporting Server is used for all communication channels where Windows authentication is used. For example, if Windows authentication is being used for SQL Server, this user must have rights on this server; otherwise, Reporting Server will not work.

Integration Server

The section provides information about Integration Server system requirements for the server where the Web Server and Application Server both reside.

Note Each virtual machine (child partition) must have sufficient processor resources, memory, and disk resources for its Integration Server instance.

Each virtual machine (child partition) must have sufficient processor resources, memory, and disk resources for its Integration Server instance.

Supported operating systems

For updated information about supported operating systems and other system requirements for TotalAgility, see the Technical Specifications document available on the Kofax website at www.kofax.com.

Minimum hardware requirements

Component	Requirement
Processor Type	x64 Processor: AMD Opteron, AMD Athlon 64, Intel Xeon with Intel EM64T support, Intel Pentium IV with EM64T support
Processor Speed	x64 Processor: 2.6 GHz or faster
Hard Disk	Minimum: 4 GB of available hard disk space Disk space requirements will vary with the Integration Server components you install.
Memory	Minimum: 8 GB
DVD Drive	If installing from disk

Software checklist

- Windows Operating System (Windows 2008 & above)

- .NET Framework (4.5.2 & above)
- Log on as a service
- IIS (ASP.NET, Windows Authentication, Static Content)
- WCF HTTP Activation

See Appendix A for more information.

License Server

This section provides information about the License Server.

Software checklist

- Windows Operating System (Windows 2008 and above)
- .NET Framework (4.5.2 and above)
- Log on as a service

See Appendix A for more information.

Kofax Message Connector

This section following provides information about the system requirements for installing and operating Kofax Message Connector.

Component	Requirement
Disk Usage	200 MB approximately for the application. - Additional space for temporary storage of transferred documents. (Maximum storage size supported = 64000 MB).
Supported Third Party Fax Servers	Kofax Message Connector can connect and import messages from the following third-party fax servers (minimum versions listed): - RightFax 9.0 - Biscom 5.0.5 - Kofax Communication Server 9.1 **Note** `C:\Windows\System32>regsvr32 "C:\Program Files (x86)\RightFax\Shared Files \rfaxui.dll" C:\Windows\System32>regsvr32 "C:\Program Files (x86)\RightFax\Shared Files\rfcomapi.dll"` `C:\Windows\System32>regsvr32 "C:\Program Files (x86)\RightFax\Shared Files \rfaxui.dll" C:\Windows\System32>regsvr32 "C:\Program Files (x86)\RightFax\Shared Files\rfcomapi.dll"` Manual registration is not required for RightFax client software version 10.x.

Component	Requirement
Attachment Encoding	Kofax Message Connector understands attachments with the following Content-Transfer-Encoding types: • Base64 • Quoted-Printable TotalAgility does not support other encoding types such as uuencode or Xxencode.

Chapter 2

Prerequisite utility

Kofax TotalAgility requires certain software to be installed on your system before proceeding with the installation. You can run the Prerequisite utility for the different types of installation before installing TotalAgility to ensure all required software is installed on your computer.

Run the Prerequisite utility

1. Navigate to `TotalAgility\Utilities\Pre-requisite Utility` on the installation media, and run **Agility.Installation.Server.Prerequisites**.
2. In the **TotalAgility Prerequisite Check** window, click **Next**.
   The Type of Installation window appears.
3. Select the installation type, such as **Web/Application Server**.
4. Click **Next**.
   The Credentials window appears.
5. Enter the credentials for the user who will run TotalAgility.
6. Click **Next**.
7. In the **Database** window, select either option to create the databases:
   - To allow the installation program to automatically create databases, select **Automatically by the Installation Program** and then choose the database server mode.

SQL Server NonSSL	1. In the **Database Server** box, enter a name for the database server. 2. Under **Security**, select either option: • **Windows Authentication** • **SQL Server Authentication** and provide the user name and password.
SQL Azure	1. In the **Database Server** box, enter a name for the database server. 2. Under **Security**, select **SQL Server Authentication** and provide the user name and password.

   - To manually create databases, select **Manually**.
8. Click **Next**.
   The "Software checks" window appears for the selected installation type. The system displays a list of required software and indicates whether the software is installed.

9. Review the **Detected Software** list.

    *   If your system does not have all the required software, the software check is completed with errors that are logged to PrerequisiteUtilityErrorLog.txt, which is created automatically on the desktop. Resolve the errors and rerun the utility until the results are error free.

    *   If your system has all the required software, click **Finish**.

Additional details

This section provides additional checks for various installation types, including prerequisites for the integration components.

Calculate memory requirements

The computer running Transformation Server must have sufficient memory to keep multiple extraction and classification groups cached in memory. Transformation Server maximizes memory utilization and uses any free memory to run and cache additional extraction processes.

In addition to the memory requirements for the operating system, memory is required for the Transformation Server based on the size of the extraction and classification groups and the number of slots you have available. To calculate the minimum amount of memory needed for Transformation Server, do the following:

1. Determine the number of slots available. During installation, Transformation Server can calculate the number of slots automatically using this formula:

    Number of processor cores * 1.25

    For a quad core processor, you have five slots.

    You can also specify the number of slots during installation.

2. Calculate the minimum amount of memory using this formula:

    200 MB + (average extraction process size * number of slots)

    The extraction process size is the amount of memory needed for a single extraction process, which depends on the complexity of classification and extraction groups. Typically, these are 150–200 MB, but can be as large as 500 MB. To find out the exact sizes, examine the processes in Windows Task Manager and look for the instances of ExtractionProcess.exe.

    For example, if you are processing large extraction and classification groups and have five slots of available, calculate the minimum amount of memory as shown:

    200 MB + (250 MB * 5) = 1450 MB or 1.42 GB

    These are minimum requirements. Additional memory can improve system performance.

HTTP activation for WCF services

- Ensure IIS is installed in the computer.
- Ensure that the .NET Framework is registered with IIS.
- Ensure that the Authentications are enabled in IIS (both Windows and Anonymous should be enabled).

Configure WCF activation in Windows Server 2008

1. Navigate to **Control Panel** > **Programs** > **Programs and Features**.

2. Click the **Turn Windows features on or off** link.
   The Windows Features screen appears.

3. Expand **Microsoft .Net Framework 4.5.2 Advanced Services** > **WCF Services** and select **HTTP Activation**.

4. Click **OK**.
   The system installs WCF on the computer. If you have installed WCF on a computer which already has ASP.NET installed, you may need to re-register ASP.NET in IIS.

Configure WCF activation in Windows Server 2012

1. Click **Server Manager** on the task bar.
   The Server Manager Dashboard page appears.

2. Click the **Add roles and features** link.
   The Add Roles and Features Wizard screen appears.

3. Click **Next**.

4. Select the installation type as **Role-based or feature based installation** or **Remote Desktop Services installation** and click **Next**.

5. Select a server or virtual hard disk on which to install roles and features and click **Next**.

6. On the **Server Roles** tab, expand **Web Server (IIS)** and do the following:

   1. Expand the **Web Server** > **Application Development** and select ASP.NET 4.5.2.

   2. Expand **Management Tools** and select **IIS Management Console**.

7. Click **Next**. Ensure that on the **Feature** tab, **.NET Framework 4.5.2 Features** is selected and under **WCF Services**, **HTTP Activation** is selected. You can add other types of WCF Services, such as TCP Activation, Named Pipe Activation, if required.

8. Click **Next**.

9. On the **Confirmation** tab, click **Install**.

Internet

If using a shared or remote license server, you need a connection to the Internet to get the product code and serial number.

Internet browser

This section provides information on the supported browsers.

Kofax TotalAgility

Mobile forms, excluding capture-enabled forms for Scan, Document Review, Validation and Verification, support the latest version and the immediate previous version of the following browsers and their mobile equivalents:

- Internet Explorer
- Firefox
- Chrome
- Safari (not supported for on-premise multi-tenancy)

Capture forms support the latest version of the following browsers:

- Internet Explorer 9 (32-bit), 10 (32-bit & 64-bit) and 11 (32-bit)
- Chrome (32-bit)

> **Note** TotalAgility Designer is not supported in the Chrome browser because the Designer uses Silverlight, which is no longer supported by Chrome.

- Firefox

> **Note** To view a scan-enabled form, you must install the Web Capture Service. See the *TotalAgility Installation Guide*.
>
> You must install a PDF plug-in to view PDF files.

Integration Server

The Integration Server supports the latest and previous versions of the following browsers and their mobile equivalents:

- Internet Explorer
- Firefox
- Chrome

The Process and Form Designers require an Internet browser that supports Silverlight 5.

Enable the JavaScript in the Internet browser.

Internet Information Services (IIS)

IIS v7 or later is required.

- Add the Web server role with ASP.NET and Windows Authentication in Server Manager.
- To activate Windows Communication Foundation (WCF), install ASP.NET 4.5.2 and .NET WCF 4.5 along with IIS.
- If .NET Framework is installed before you install the IIS, you must register the .NET Framework with IIS. In the Command Prompt window, run `aspnet_regiis -i` located at `C:\Windows\Microsoft.NET\Framework64\v4.0.30319`.

If IIS is already installed, the .NET Framework registers itself with the IIS during installation.

• Use IIS Dynamics IP Restrictions for Denial of Service attacks.

• Install URL Rewrite and write the rules to prevent access to sensitive files.

> **Note** URL Rewrite is not required for the Integration Server.

IIS components activation in Windows Server 2008

1. Navigate to **Control Panel** > **Programs** > **Programs and Features**.

2. Click the **Turn Windows features on or off** link.

3. Expand **World Wide Web Services** and do the following:
   • Expand **Application Development Features** and select **ASP.NET**.
   • Expand **Common HTTP Features** and select **Static Content**.
   • Expand **Security** and select **Windows Authentication**.

4. Click **OK**.
   The system installs the selected IIS components on the computer.

IIS components activation in Windows Server 2012

1. Click **Server Manager** on the task bar.
   The Server Manager Dashboard page appears.

2. Click the **Add roles and features** link.
   The Add Roles and Features Wizard screen appears.

3. Click **Next**.

4. Select the installation type as **Role-based or feature based installation** or **Remote Desktop Services installation** and click **Next**.

5. Select a server or virtual hard disk on which to install roles and features and click **Next**.

6. On the **Server Roles** tab, expand **Web Server (IIS)** and do the following:

   1. Expand the **Web Server** > **Common HTTP Features** and select **Static Content**.

   2. Expand the **Web Server** > **Security** and select **Windows Authentication**.

   3. Expand **Web Server** > **Application Development** and select **ASP.NET**.

7. Click **Next**. Ensure that in the **Feature** tab, **.NET Framework 4.5.2 Features** is selected and under **WCF Services**, **HTTP Activation** is selected.

8. Click **Next**.

9. On the **Confirmation** tab, click **Install**.

Network Protocol

TCP/IP is the supported network protocol.

Silverlight

Install Silverlight 5.0 to use the Process and Form Designers. Download Silverlight from the Microsoft website.

Runtime prerequisites of the Transformation Server

The following runtime prerequisites are installed by the Transformation Server installer.

Python 2.5.1

Python 2.5.1 is required to use the A2iA Zone Locator and must be installed manually. You can install different Python families on the same machine (2.1.X, 2.5.X, 2.7.X), but not two versions within the same family. If your machine already has a version of Python from the 2.5 family, remove it before you install 2.5.1; otherwise, any application using the currently installed version of Python may stop working.

Other prerequisites

The Python 2.5.1 installer is included in the ISO along with the following prerequisites.

- NDP451-KB2858728-x86-x64-AllOS-ENU.exe
- dotNetFx40_Full_x86_x64.exe
- dotnetfx45_full_x86_x64.exe
- vcredist_2010_SP1_x64.exe
- vcredist_2013_x64.exe
- vcredist_2013_x86.exe
- vcredist_2005_SP1_x86.exe

SQL Server components

Download the SQL server components from the Microsoft website.

SQL Command Utilities

Microsoft SQL Server 2008 or later.

You must have appropriate rights to create databases.

There are two components of SQL Command Utilities: SqlCmdLnUtils.msi and MSSqlCmdLnUtils.msi. The MSSqlCmdLnUtils.msi is detected by the TotalAgility installer and Prerequisite utility but the SqlCmdLnUtils.msi is not. Set the environment variable as follows if using SqlCmdLnUtils.msi:

- **SQL 2008 R2:** `C:\Program Files\Microsoft SQL Server\100\Tools\Binn;`
- **SQL 2012:** `C:\Program Files\Microsoft SQL Server\110\Tools\Binn;`

SQL Server Native client

For Client computer: Microsoft SQL 2008 or later.

SQL Command and SQL Server Native client do not apply to Web Server installation, as the database is set up on Application server or Application server pointing to remote database server.

Note the following:
- For Kofax TotalAgility on-premise multi-tenancy, ensure that the Mixed Mode Authentication is set for SQL Server, otherwise a database error occurs when creating new tenants.
- For a Kofax TotalAgility on-premise multi-tenancy Web Server installation, the SQL native client tools and command utilities are not required when you select to install Tenant Management System along with the on-premise multi-tenancy installation.
- If you select to install Tenant Management System separately by running the setup.exe from the **TenantManagementInstall** folder, you need SQL native client tools and command utilities as a requirement before you can proceed with the installation.

Integration Components

CCM Proxy

Before installing the CCM Proxy, install URL Rewrite on the Web server in either of the following ways:
- Download from the Microsoft website.
- Use the Web Platform Installer (Web PI). If using a Web PI, either install it manually or run the following command from a Command Prompt window:

```
C:\<install location>\Web Platform Installer\WebPICmd"\install\accepteula
\Products:ARRv3_0
```

When using the CCM (Customer Communication Manager) Interactive form control, browsers prevent cross-domain HTTP requests to the CCM server made from a form hosted on the Kofax TotalAgility server. The CCM Proxy allows cross-domain communication and uses the CCM control to generate documents.

Note To use CCM functionality, you must run the installer on every Web server that is in use. Ensure that the Microsoft plug-in, Web Platform Installer, is installed before you add the CCM Proxy Web server.

Data Access

Kofax TotalAgility support for Oracle databases in Data Access nodes and form actions requires the use of Oracle drivers only.

HP Trim

- IIS
- .NET Framework

- TotalAgility (optional)

Microsoft 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 "System unable to process request" error message during installation.

Note 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 > AdvancedSettings and set True for Enable 32-Bit Applications.