

Kofax SignDoc Standard

Installation Guide

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The logo for Kofax, consisting of the word "KOFAX" in a bold, blue, sans-serif font.

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Preface

SignDoc Standard transforms customer experiences by streamlining the signing of documents. SignDoc Standard accelerates business workflows by removing steps such as printing, routing, and shipping documents back and forth. Constituents can sign electronically on any device anywhere resulting in significant operational cost reductions, productivity increases, and improved compliance.

Related documentation

The full documentation set for SignDoc Standard is available at the following location:

https://docshield.kofax.com/Portal/Products/en_US/SD/2.2.0-aq3yp7tk0j/SD.htm

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

- *Help for Kofax SignDoc Standard*
- *Help for Kofax SignDoc Standard Administration Center*
- *Help for Signing Documents with Kofax SignDoc*
- *Kofax SignDoc Standard Administrator's Guide*
- *Kofax SignDoc Standard Developer's Guide*

Offline documentation

Customers who require offline documentation can download the KofaxSignDocDocumentation_2.2.0_EN.zip from the [Kofax Fulfillment Site](#). The .zip file includes both help and print folders.

1. From the Kofax Fulfillment site, download the documentation .zip file.
2. Extract the contents of the compressed documentation file.
3. Navigate for online help to folder help. Navigate for all other documentation to folder print.

Training

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

Getting help with Kofax products

The [Kofax Knowledge Base](#) repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base, go to the Kofax [website](#) and select **Support** on the home page.

Note The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:

- Powerful search capabilities to help you quickly locate the information you need.
Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details and documentation, including release news.
Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.
- Access to the Kofax Customer Portal (for eligible customers).
Click the **Customer Support** link at the top of the page, and then click **Log in to the Customer Portal**.
- Access to the Kofax Partner Portal (for eligible partners).
Click the **Partner Support** link at the top of the page, and then click **Log in to the Partner Portal**.
- Access to Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.
Scroll to the **General Support** section, click **Support Details**, and then select the appropriate tab.

Chapter 1

Introduction

SignDoc Standard

- is designed to manage document-based transactions in a multi-channel environment.
- is the fastest way to get a signature from people in a convenient and secure process.
- is an end-to-end solution enabling preparation, execution and management of transactions in a digital environment across organizations and individuals.
- is compliant with federal e-signature legislation, which gives electronic documents and signatures the same legal standing as paper documents and ink signatures.
- provides a signed document containing all audit information if desired (self-contained document).
- supports multiple signature types such as click-to-sign, handwritten, and photo.
- can be operated behind the firewall (in-house) or in an enterprise cloud environment.

The SignDoc Standard fundamentals are

- intuitive UI (self manageable process)
- customizable workflow (who, what, where, how & when, expiration, call back)
- signer authentication (options and API)
- sign anywhere and anytime - individually adapted to environment (click, mouse, photo, handwritten - be mobile and flexible)
- audit trail included in signed documents
- self-contained documents ("standard" PDF viewer also for audit trail)

For enterprise workflow applications SignDoc Standard provides integration interfaces via web services.

SignDoc Standard has been designed to be flexible - for SignDoc Standard users and recipients of signing packages.

Note Recipients of SignDoc Standard do not need a SignDoc Standard account.

General overview

Layer 1 - Operating systems

SignDoc Standard can be installed on Windows and Linux operating systems with a 64-bit architecture.

Layer 2 - SignDoc Standard application

The application consists of two WAR (web application archive) files which are deployed into a web application server. The sdweb.war file contains Native Libraries which are used for licensing and

PDF handling. The configuration files are stored outside of the WAR files in directory referenced by environment variables SIGNDOC_HOME.

Layer 3 - REST interface

It is possible to interact with the system via REST API that supports almost all aspects of the application. Amongst many other things, it is possible to create and schedule signing packages with one REST request. A detailed API documentation is included.

Layer 4 - Web application server

SignDoc Standard runs on Apache Tomcat, the standard web application servers used within the industry. For supported versions and prerequisites, see *Kofax SignDoc Technical Specifications* document.

Chapter 2

Base installation

General notes

SignDoc Standard can run on Windows and Linux operating systems. For a list of supported environments, see *Kofax SignDoc Technical Specifications* document. This guide assists in setting up a standard installation on a Windows 64 bit. Screenshots might look different depending on the Windows version used. For an installation on Linux systems, see the provided and documented Dockerfile.

The installed system consists at least of these components:

- Database (Microsoft SQL Server)
- Application Server (Apache Tomcat + SignDoc Standard)

SignDoc Standard is executed as J2EE compatible application in the Application Server. Apache Tomcat and Microsoft SQL Server are usually installed on different computers (nodes) for various reasons, but they can also be installed on the same computer (node).

Reverse Proxy / Load Balancing

This installation guide does not consider/discuss the setup of a Reverse Proxy or Load Balancing. Nevertheless, it is important to note that a Reverse Proxy / Load Balancing setup must respect sticky sessions cookie (usually JSESSIONID).

SSL Setup

This installation guide does not consider/discuss an SSL configuration, since this usually depends on local IT regulations and is effectively transparent to SignDoc Standard.

Software requirements for this guide

For version details, see *Kofax SignDoc Technical Specifications* document.

To be able to use SignDoc 2.2.0, you have to install these Microsoft Visual C++ Redistributable Packages:

- [Visual Studio 2008 SP1](#)
- [Visual Studio 2017](#) (depending on the Windows version, it might be necessary to install some updates via Windows Update before this setup can be successfully installed)
- Windows PowerShell (powershell.exe) must be in the system path. This should be the normal case for the Windows Server OS.
- If this is an upgrade of SignDoc Standard, check [Upgrade from SignDoc Standard 2.1 to 2.2.0](#).
- Microsoft SQL Server is required (the express version is sufficient).

Installation as a Windows service

Definitions

- `INSTALLDIR` is the directory of the unpacked SignDoc*-tomcat.zip file. See [Quickstart procedure](#).
- `CIRRUS_HOME` is the home directory of the web application (cirrus) that composes SignDoc Standard. Starting with SignDoc Standard 2.2.0 the `SDWEB_HOME` directory is no longer required. See [Content of the SignDoc Standard ZIP archive](#), section "Directories".

General prerequisites

Before starting the installation it is required to install and check the following prerequisites.

To be able to use SignDoc Standard 2.2.0, you have to install these Microsoft Visual C++ Redistributable Packages:

- [Visual Studio 2008 SP1](#)
- [Visual Studio 2017](#)

Depending on the Windows version, it might be necessary to install some updates via Windows Update before this setup can be successfully installed.

- Windows PowerShell (powershell.exe) must be in the system path. This should be the normal case for the Windows Server OS.
- If this is an upgrade of SignDoc Standard, check [Upgrade from SignDoc Standard 2.1 to 2.2.0](#).

Note It is recommended to install SignDoc Standard behind a reverse proxy. If the reverse proxy is also used to load-balance requests, it can be done stateless (e.g. round-robin).

Quickstart

Getting a simple local accessible SignDoc Standard installation running can be achieved in less than 5 minutes. It is not wasted time doing this, since it is a base for a production ready setup.

Quickstart goals

- Install SignDoc Standard as a Windows service.
- Database: preconfigured for a local file-based H2 database

Important The data stored in the local file-based H2 database cannot be migrated to a production database based on Microsoft SQL Server.

- SMTP configuration: preconfigured for localhost with port 1025 (no authentication or encryption).
 - Works with [MailHog](#) out of the box.
 - MailHog can be stopped and deleted at any time. After a real SMTP server is configured, there is no more need for it.

Quickstart prerequisites

- 8 GB RAM
- Download and run MailHog: <https://github.com/mailhog/MailHog>. If this is not possible or not wanted, a real SMTP server must be configured first. See [Configure SMTP server connection](#).
- Access MailHog: <http://localhost:8025> (if applicable)
- Enable startup email feature. See [Production setup](#), section "Startup email".

Note MailHog is only needed for the quickstart scenario. When using startup email with a real SMTP server, make sure to use a real email address.

Quickstart procedure

- Double-check that [General prerequisites](#) are fulfilled.
- Unpack the signdoc-standard*-tomcat.zip file in a new directory `INSTALLDIR`.
Example
`c:\Program Files\signdoc-standard-2.2.0`
- Double-click `INSTALLDIR\service_up.cmd`
- Wait approximately 1 minute on first start.
- A SignDoc Standard startup email should be sent to the specified startup email recipient while starting up.
- Open SignDoc Standard: <http://localhost:6611>.

Content of the SignDoc Standard ZIP archive

The relevant and configurable content of SignDoc Standard consists basically of 3 files:

- a configuration file
- a script to install and configure the SignDoc Standard Windows service
- a script to deregister the SignDoc Standard Windows service

Tools

- `INSTALLDIR\service_up.cmd` installs, applies configuration and restarts the SignDoc Standard Windows service.
- `INSTALLDIR\service_remove.cmd` stops and deregisters the SignDoc Standard Windows service. No files are deleted.
- `INSTALLDIR\service_configuration.properties` is the configuration file of the SignDoc Standard Windows service. This file can be edited with a regular text editor. The syntax and usage is described in the file.

Directories

- `INSTALLDIR\signdoc_home` is the combined and consolidated default `CIRRUS_HOME` and `SDWEB_HOME` directory. Starting with SignDoc Standard 2.2.0 there is no need, to maintain a SignDoc Web configuration directory.

Production setup

The following chapters describe basic tasks that should or must be completed for a production setup.

Goals for production

- Configure SMTP server connection
- Configure database connection
- Configure network settings
- Configure reverse proxy setup (optional)
- Advanced configuration (optional)
- KTA integration (optional)
- LDAP integration (optional)

Prerequisites for production setup

- Application server
 - min. 8 GB RAM. See [Advanced configuration](#), section "Tune Java memory settings".
 - min. 2 GB free disk space
- Database
 - Installed Microsoft SQL Server with a database for SignDoc Standard and a database user with database owner (dbo) credentials for this database. See [Prepare Microsoft SQL database](#).
- SignDoc Standard
 - Install SignDoc Standard as described in [Quickstart](#).

Procedure for production

The following topics do not depend on each other and can be executed independently. What is common for all settings: The settings must be applied by executing (i.e. double-clicking) `INSTALLDIR\service_up.cmd`.

Configure SMTP server connection

A valid and trustworthy SMTP connection is required to be able to send emails.

Open `INSTALLDIR\service_configuration.properties` in a text editor.

Navigate to `#Email` settings.

Amend the settings with the configuration parameters of real SMTP server.

See also the commented examples at the bottom of the file.

SMTP TLS example

```
mail.smtp.host=email-smtp.us-east-1.amazonaws.com
mail.smtp.port=587
mail.smtp.user=<Access key ID>
mail.smtp.from=dont_reply@mydomain.com
mail.smtp.password=<Secret access key>
mail.smtp.starttls.enable=true
mail.smtp.starttls.required=true
mail.smtp.ssl.checkserveridentity=false
```

Startup email

It can be useful to send a startup email to a predefined address whenever the SignDoc Standard server is starting. SignDoc Standard can be configured for this purpose. The startup email contains information about configuration, the environment and start parameters of the SignDoc Standard application.

To enable the startup email open `INSTALLDIR\service_configuration.properties` in a text editor.

Navigate to `# Email settings`.

Uncomment the line starting with `#cirrus.startup.email`.

Set a valid email address.

Example

```
cirrus.startup.email=ksdadmin@localhost
```

Configure JDBC Server connection

Note For production purposes only Microsoft SQL Server is supported.

Open `INSTALLDIR\service_configuration.properties` in a text editor.

Navigate to `#JDBC connection`

Amend the setting with the configuration parameters and credentials of the JDBC connection.

See also the commented examples at the bottom of `service_configuration.properties`.

Microsoft SQL Server example

```
jdbc.url='jdbc.url=jdbc:sqlserver://my-mssql-server:1433;databaseName=signdoc'  
jdbc.username=signdoc  
jdbc.password=2beChanged!
```

Configure network settings

`SERVICE_HTTP_PORT`

Open `INSTALLDIR\service_configuration.properties` in a text editor.

Navigate to `SERVICE_HTTP_PORT`.

Set the preferred port number.

Example

```
SERVICE_HTTP_PORT=6611
```

`SERVICE_EXTERNAL_HOST_URL`

A production service must be accessible via official domain name, so it can be accessed from other computers. See section "Configure reverse proxy setup".

`SERVICE_INTERNAL_HOST_URL`

This is the context URL that is used to transmit data that does not have to be routed over public networks.

Important Usually this setting should not be changed.

Exception: If the Tomcat server is configured for "HTTPS only" connections, the URLs scheme must be changed from http to https. The default setting that is based on localhost is usually correct.

Example

```
# ${SERVICE_HTTP_PORT} will be replaced by service_up.cmd with the corresponding value.  
SERVICE_INTERNAL_HOST_URL=http://localhost:${SERVICE_HTTP_PORT}
```

Configure reverse proxy setup

In a reverse proxy scenario it is important to configure the application URLs correctly. There are 2 URLs to configure.

Open `INSTALLDIR\service_configuration.properties` in a text editor.

Navigate to the settings below.

Change the values if required.

`SERVICE_EXTERNAL_CONTEXT_URL`

This is the context URL that is used to access the application. This URL must be reachable from anywhere and is part of the signing links that are sent via email.

Example

```
SERVICE_EXTERNAL_CONTEXT_URL=https://signdoc.mydomain.com
```

KTA integration

As of SignDoc Standard 2.1.0 the KTA connection is individually defined per account/tenant in the SignDoc Standard Manage Client or SignDoc Standard Administration Center. See [Related documentation](#):

- *SignDoc Standard Administration Center Help*, section "Plugins"
- *SignDoc Standard Administrator's Guide*, section "KTA state change plugin"

LDAP integration

LDAP (or Active Directory) can be used to authenticate SignDoc Standard users in the Manage Client.

Configure LDAP settings in `INSTALLDIR\service_configuration.properties` (section # LDAP integration) as described in chapter [Authentication LDAP](#).

Note `INSTALLDIR\service_configuration.properties`
`INSTALLDIR\service_configuration.properties` instead of the `cirrus.properties` file.

See also [Advanced configuration - Option 2](#)

Advanced configuration

General

To configure more features of SignDoc Standard, there are 2 options:

Option 1 - `service_configuration.properties` (generally recommended)

Amend the file `INSTALLDIR\service_configuration.properties` with additional settings.

Option 2 - `cirrus.properties` (backwards compatible and for special configurations)

1. Edit the file:

```
INSTALLDIR\_conf_templates\cirrus.properties
```

The default location is:

```
INSTALLDIR\bin\signdoc_home\conf\cirrus.properties
```

2. Apply the configuration by executing `INSTALLDIR\service_up.cmd`.

Note The configuration defined in `INSTALLDIR\service_configuration.properties` takes precedence over settings with the same name in `cirrus.properties`.

Control database migrations

If SignDoc Standard is run in a clustered environment, it makes sense to disable the automatic database migrations. See [Database migration](#).

Open `INSTALLDIR\service_configuration.properties` in a text editor.

Navigate to section # Database migrations.

Example

```
# disable automatic migrations  
cirrus.migrations.enabled=false
```

Tune Java memory settings

For full details, see <https://tomcat.apache.org/tomcat-8.5-doc/windows-service-howto.html>.

The default Java memory settings for SignDoc Standard are

```
JvmMs=1024
```

(minimum heap = 1GB)

```
JvmMx=4096
```

(maximum heap = 4GB)

If these settings should not be sufficient, open `INSTALLDIR\service\bin\signdoc_service_install_as_admin.cmd` in a text editor.

Navigate to

```
--JvmMs=1024 ^
```

```
--JvmMx=4096 ^
```

Change the settings.

Restart the server with `INSTALLDIR\service_up.cmd`.

Example for 8GB maximum heap

```
--JvmMx=8192 ^
```

Use SignDoc Standard in a clustered environment

SignDoc can be used in a clustered environment. A typical use case is load balancing.

Starting with SignDoc 2.2.0 the application server is stateless and can therefore be used with simple round-robin load balancing.

If multiple instances should be installed on the same operating system, it must be ensured to use a different HTTP/TCP port for each instance. See [Production setup](#), section "Configure network settings". The default HTTP/TCP port for SignDoc Standard is 6611.

Note If the `server.xml` file must be changed, it should be done in the file `INSTALLDIR_conf_templates\server.xml`. Execute `service_up.cmd` to apply the change. See [Content of the SignDoc Standard ZIP archive](#), section "Tools".

Configuration backup

For a backup of the SignDoc Standard instance configuration it is sufficient to backup the files and directories listed below. Such a backup set can be applied 1:1 to a new SignDoc Standard installation (e.g. for additional instances in a cluster). If a SignDoc Standard update is done make sure to check [Upgrade SignDoc Standard](#) first. It is also possible to simply backup the complete directory.

Required

- `INSTALLDIR\service_configuration.properties` is the main configuration file of the SignDoc Service.

Optional

- `INSTALLDIR_conf_templates` contains the potentially modified configuration templates `cirrus.properties`, `logging.properties`, `server.xml`. If none of these files were modified, there is no need to backup them.
- `INSTALLDIR\signdoc_home\conf` contains basic configuration. If this was not customized manually, there is no need to backup the files.
- `INSTALLDIR\signdoc_home\fonts` contains the font configuration. If this was not customized manually, there is no need to backup the files.
- `INSTALLDIR\signdoc_home\bin\db` if existing, this directory contains the file based default database. If this database is not used, there is no need to backup the files.

Advanced information

View service details

To view a detailed service information double-click

```
INSTALLDIR\service\bin\SignDocStandard.exe
```

It is not recommended to change settings with this tool, since they are being overwritten whenever `service_up.cmd` is executed. See [Content of the SignDoc Standard ZIP archive](#), section "Tools" and [Advanced configuration](#).

Logging

The logging configuration is defined in the file

```
INSTALLDIR\signdoc_home\conf\XjLog.xml
```

and can be edited.

The default location of the XjLog.xml file is

```
INSTALLDIR\signdoc_home\conf\.
```

Internal Tomcat logging

The internal Tomcat logging is turned off by default. It can be re-enabled if desired by uncommenting the line starting with

```
#handlers
```

of file

```
INSTALLDIR\_conf_templates\logging.properties
```

Execute `service_up.cmd` to apply the change. See [Content of the SignDoc Standard ZIP archive](#), section "Tools").

Prepare Microsoft SQL database

To be able to use SignDoc Standard for production usage, it is required to set up a database and database user that can be used by SignDoc Standard. This can either be achieved using the GUI tools provided by MS-SQL or with a T-SQL script.

Example T-SQL script

```
CREATE DATABASE signdoc
GO
USE signdoc
GO
CREATE LOGIN signdoc WITHPASSWORD='2beChanged!'
GO
CREATE USER signdoc FOR LOGIN signdoc
```

```
GO
ALTER ROLE db_owner ADD MEMBER signdoc
GO
```

Installation on Tomcat without using the provided service installer

SignDoc can be installed on an already existing Tomcat 8 or Tomcat 9 server. The following things must be considered:

- You must use
 - the latest Tomcat 8.5.x or Tomcat 9 server
 - the latest Java 8 64 Bit JRE to run the Tomcat 8.5.x server. Java 11 JRE is supported for Tomcat 9 server.
- Unpack the cirrus.war file manually in %CATALINA_HOME%\webapps so that there is a cirrus context directory
- Copy the following jar files from the `service\lib` directory to the `lib` directory of the Tomcat directory (usually CATALINA_HOME):
 - `splm2jni-*.jar`
 - `SPSignDoc-*.jar`
 - `SPSignware-*.jar`
- Make sure that the directory with the native libraries `service\lib\native\Win64` is in the PATH of the Tomcat process
- Make sure that there are no older SignDoc native libraries in the PATH of the Tomcat process
- Copy the `signdoc_home` directory to the desired location. This location must be readable and writable for the Tomcat process.
- Copy `_conf_templates\cirrus.properties` to the `signdoc_home/conf` directory and configure it as desired.
- To allow big file uploads it might be required to adjust the `maxPostSize` attribute of the `<Connector>` element of Tomcat's `server.xml`
- Start the Tomcat service with the following system properties:

- Required properties:

```
-DCIRRUS_HOME=<path_to_signdoc_home_directory>
-DSERVICE_INTERNAL_HOST_URL=<loopback_url_to_root_context>
-DSERVICE_EXTERNAL_HOST_URL=<generally_accessible_url_to_root_context>
```

Example:

```
-DCIRRUS_HOME="c:/signdoc_home"
-DSERVICE_INTERNAL_HOST_URL=http://localhost:8080
-DSERVICE_EXTERNAL_HOST_URL=http://mysigndocserver.example.com
```

Installation on other JEE compliant application servers

While this is generally technically feasible, this is not covered or supported by this guide.

Install and configure Microsoft SQL Server

For production purposes, SignDoc Standard requires a database server to be able to store application data. Currently Microsoft SQL Server is supported. While installing the database server, use the suggested defaults unless noted otherwise.

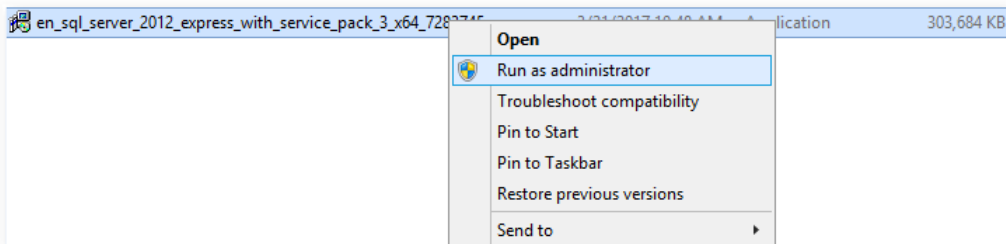
For this guide Microsoft SQL Server 2012 will be used as database service.

Database installation

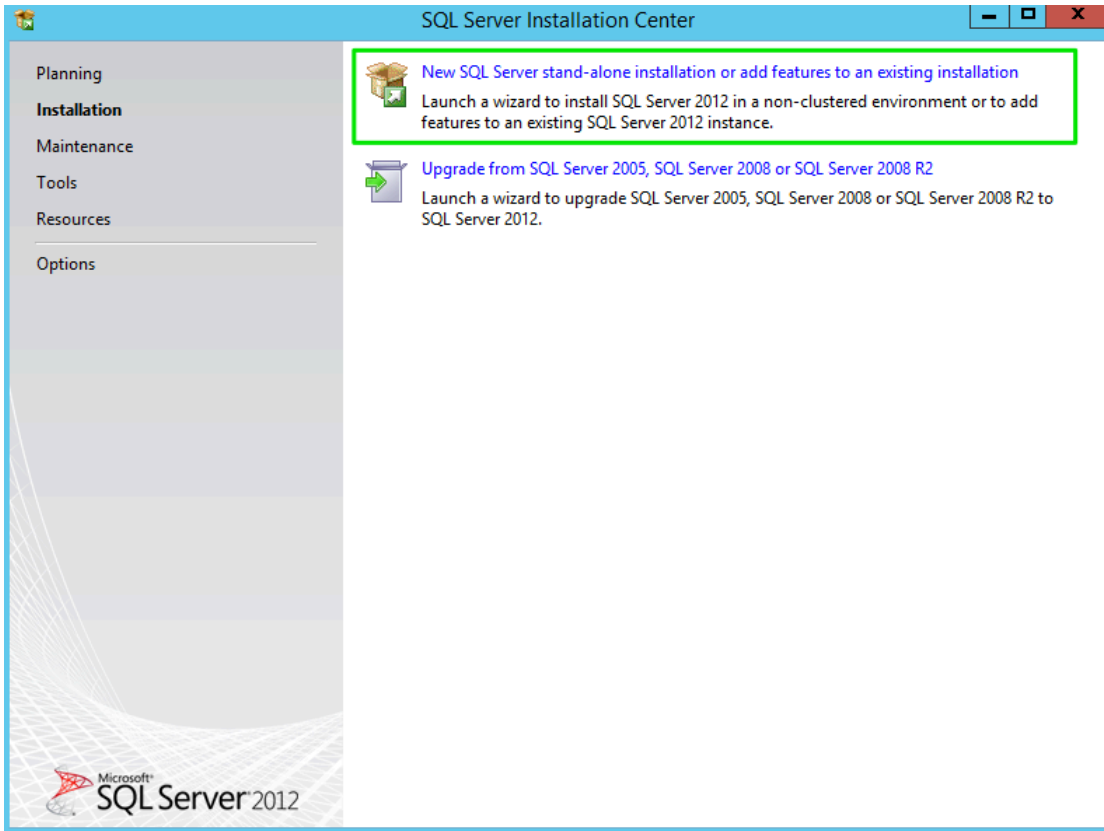
Example

MICROSOFT SQL SERVER 2012 EXPRESS
(en_sql_server_2012_express_with_service_pack_3_x64_7283745.exe)

Install with administrator rights (if required).

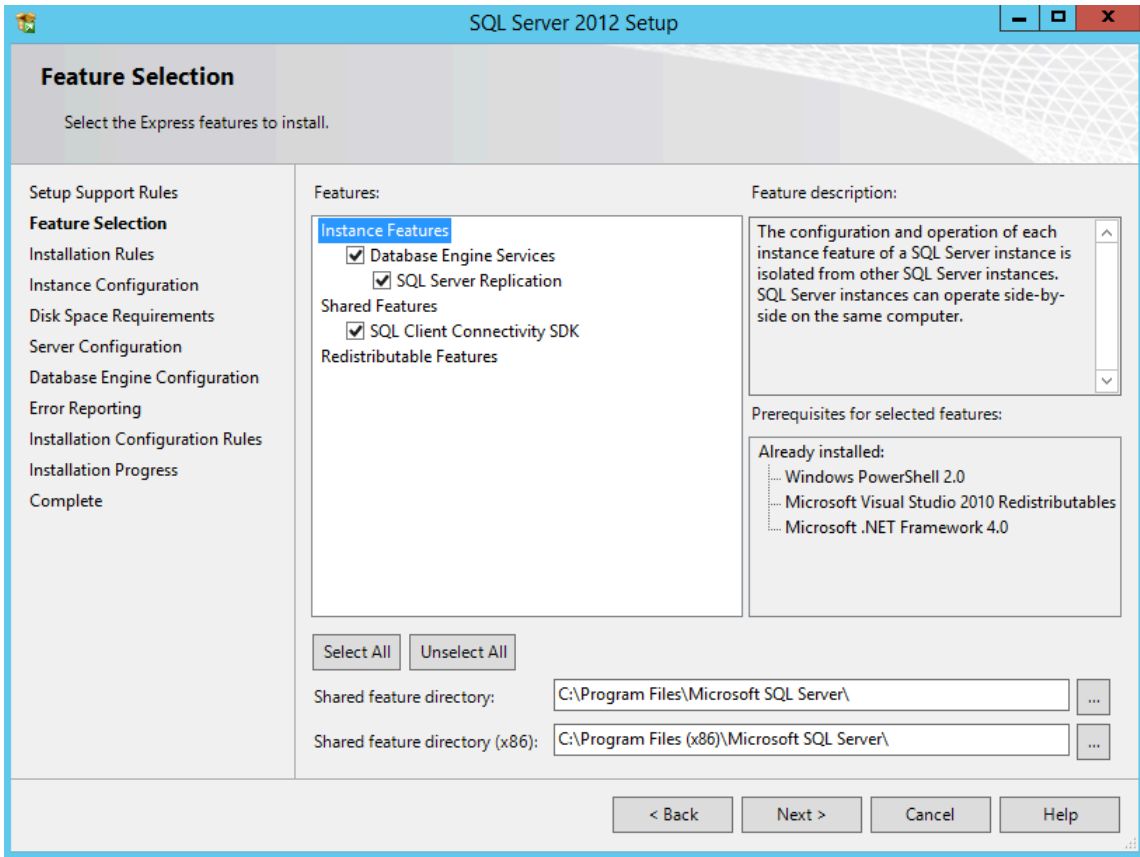


Select "New SQL Server stand-alone installation or add features to an existing installation":

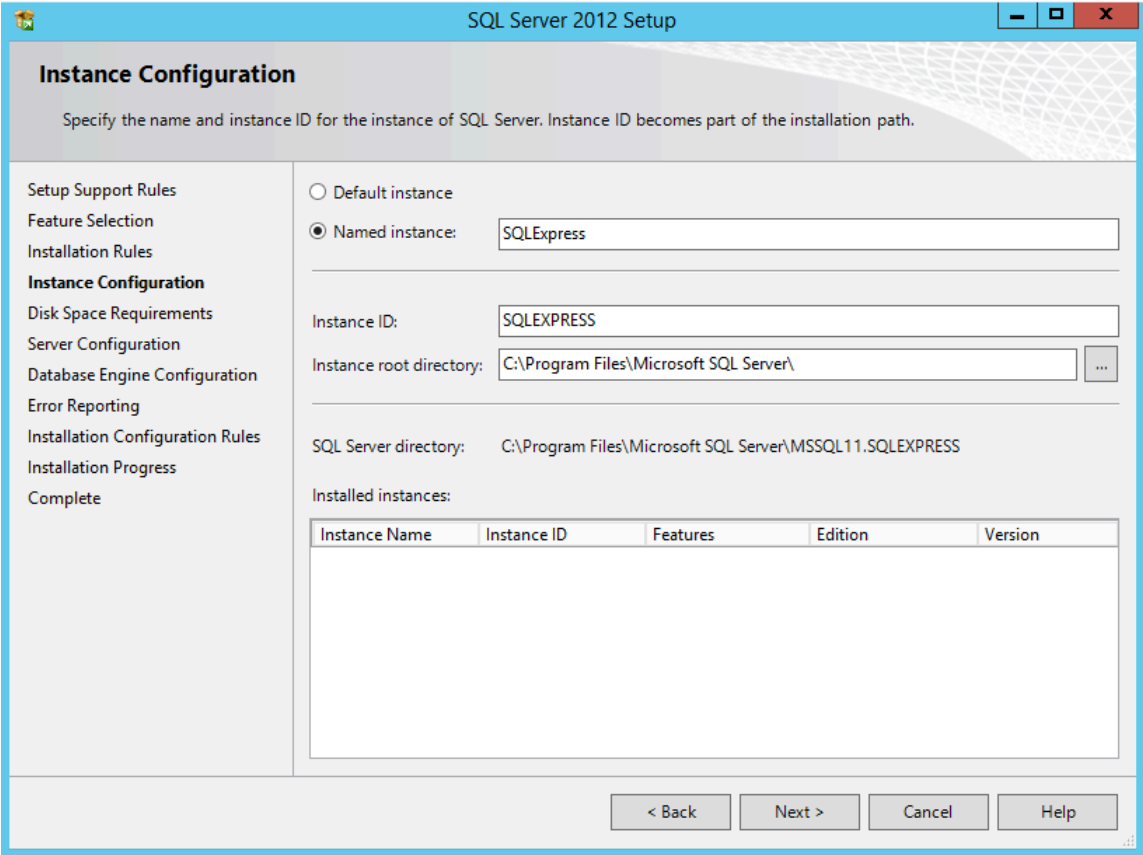


Feature selection

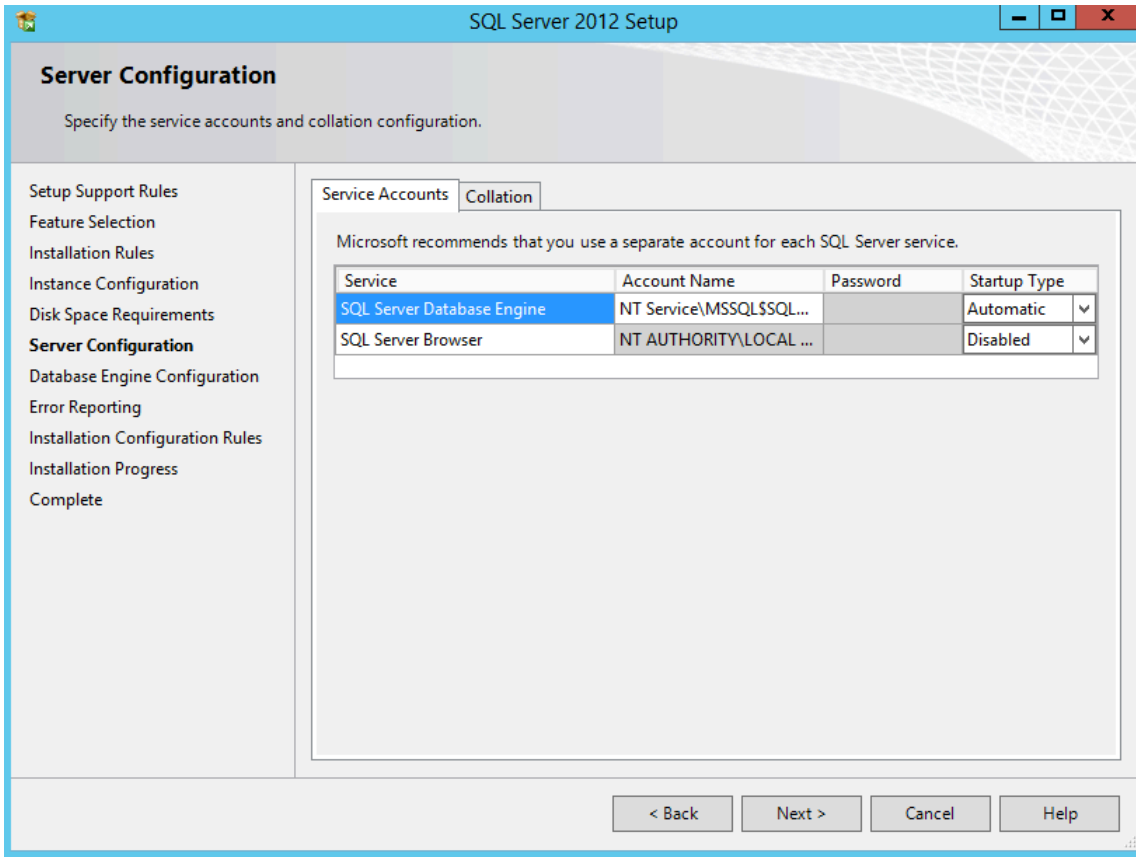
Select all features:

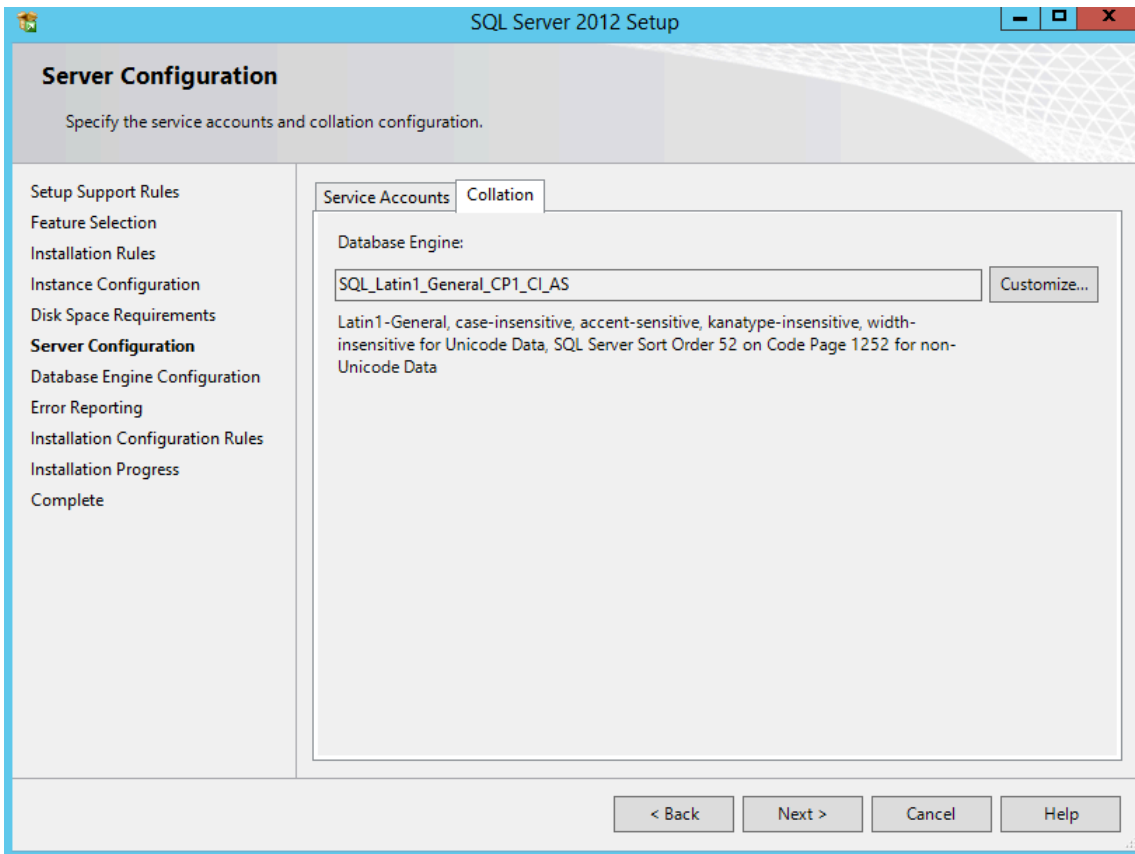


Instance configuration



Server configuration





Important Choose a collation which is case-insensitive and also accent-sensitive (e.g. Latin1_General_CI_AS, which is the default for Microsoft SQL Server). This ensures that no duplicates are stored for particular data like email addresses and object identifiers.

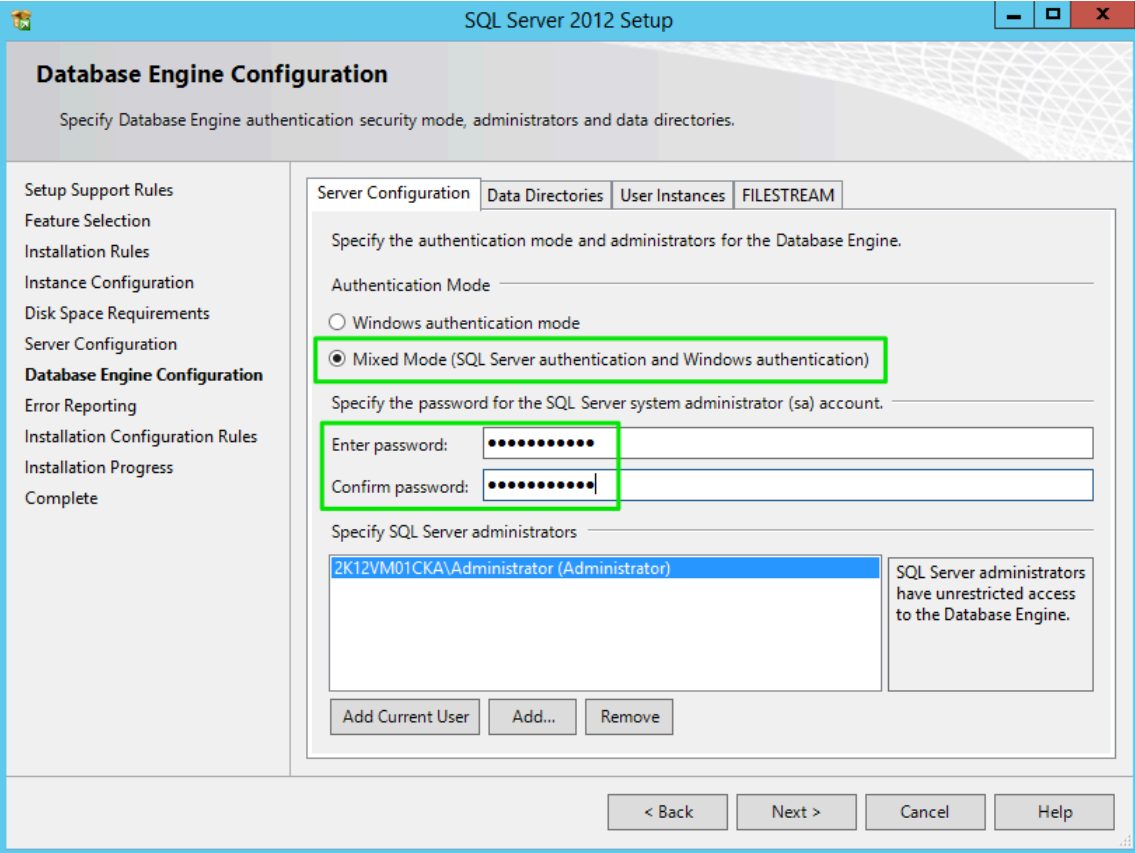
Note The application will not startup if the collation is not suitable. An `IllegalStateException`("The database collation '<collationName>' is not suitable for the application.") is written to the log file in that case.

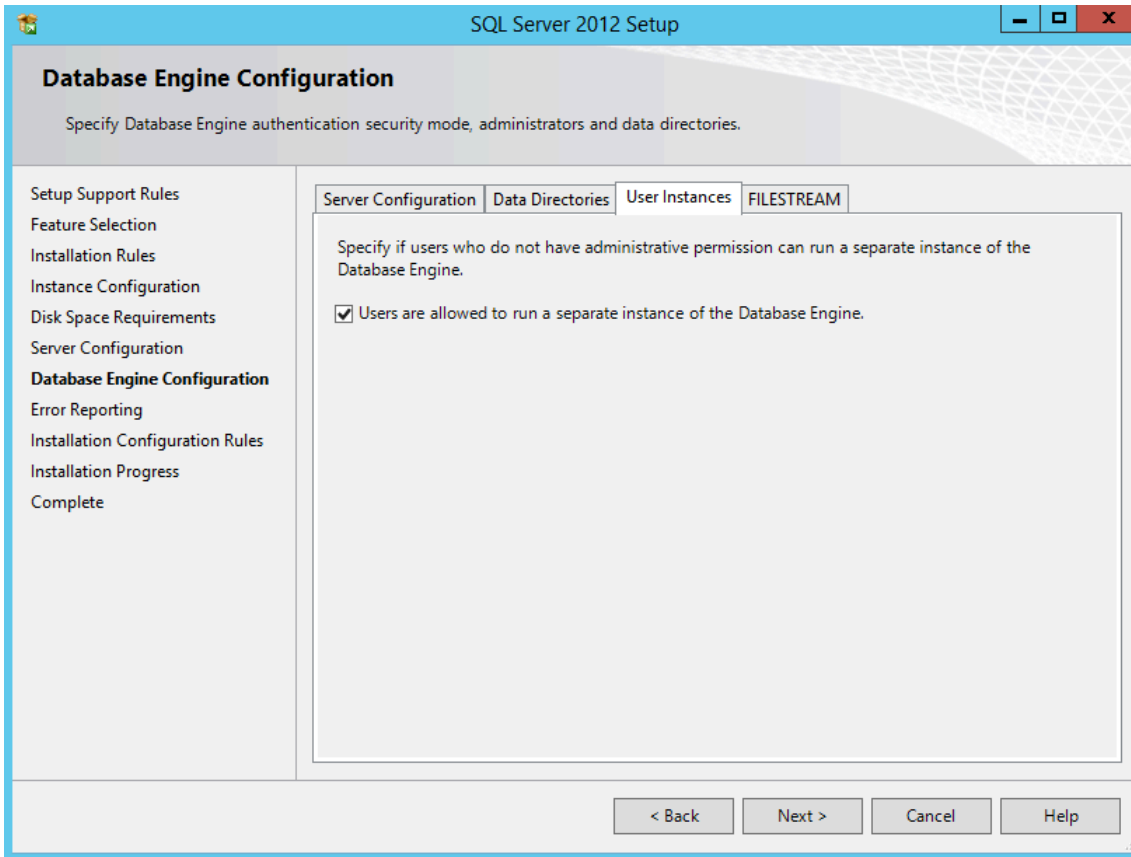
Database engine configuration

Example

MICROSOFT SQL SERVER 2012 EXPRESS
(en_sql_server_2012_express_with_service_pack_3_x64_7283745.exe)

Select **Mixed Mode** and define the password for the system administrator (sa) user. For this guide **2beChanged!** will be used.



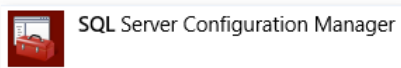


Finish the installation.

Make sure that the server listens on the preferred TCP port for connections. For this guide port 1433 will be used.

Example

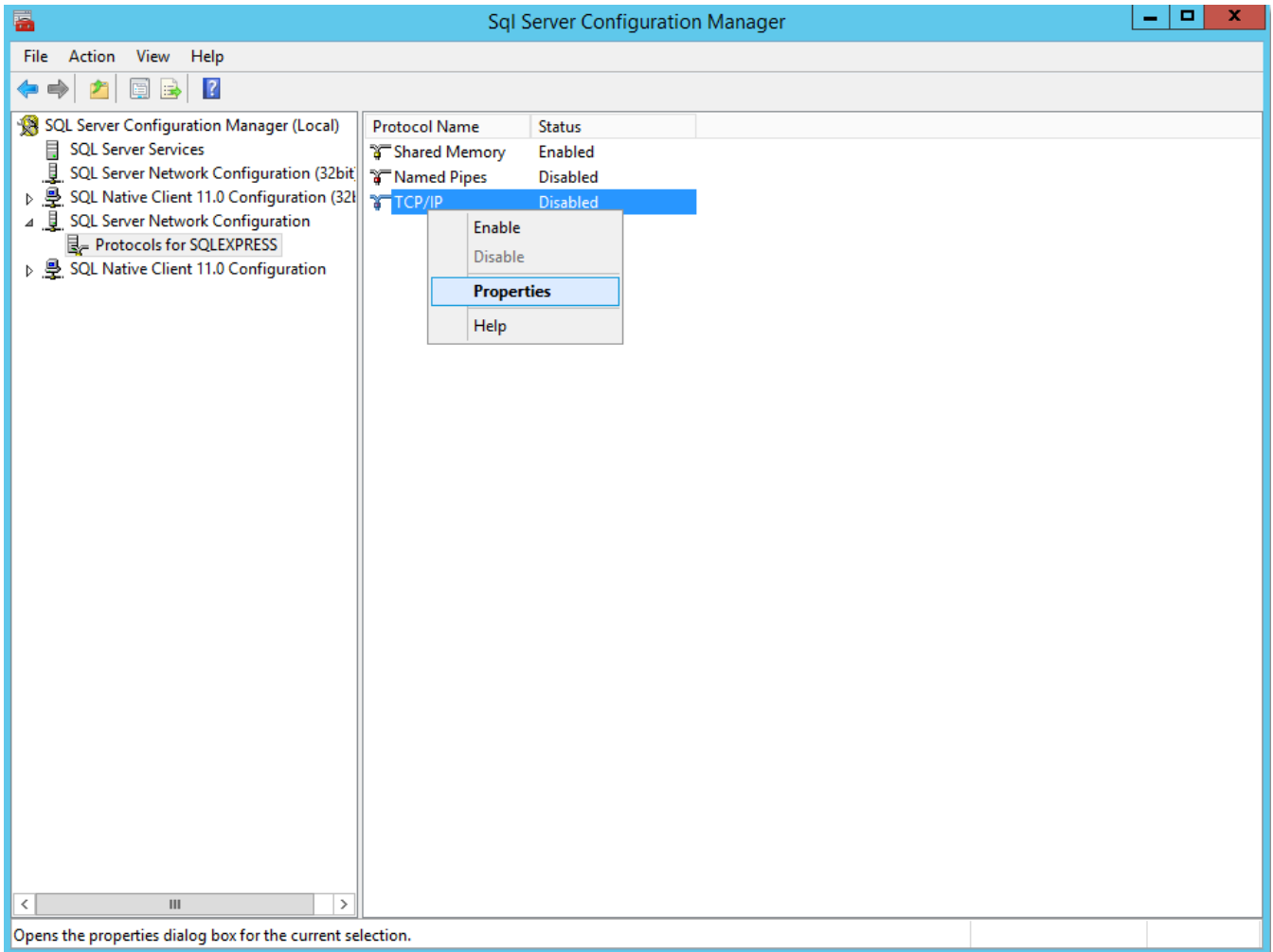
Start



(run as administrator) and select:

SQL Server Network Configuration > Protocols for SQLEXPRESS

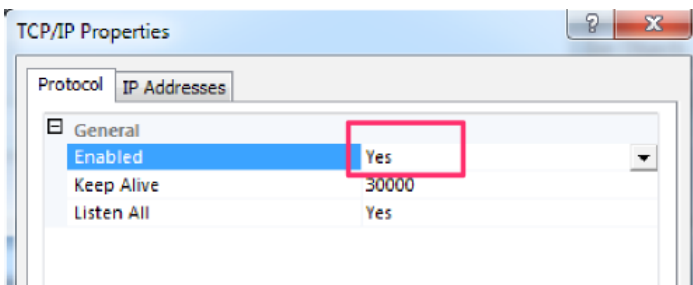
Right-click on **TCP/IP** to select **Properties**:



Select the **Protocol** tab and set property:

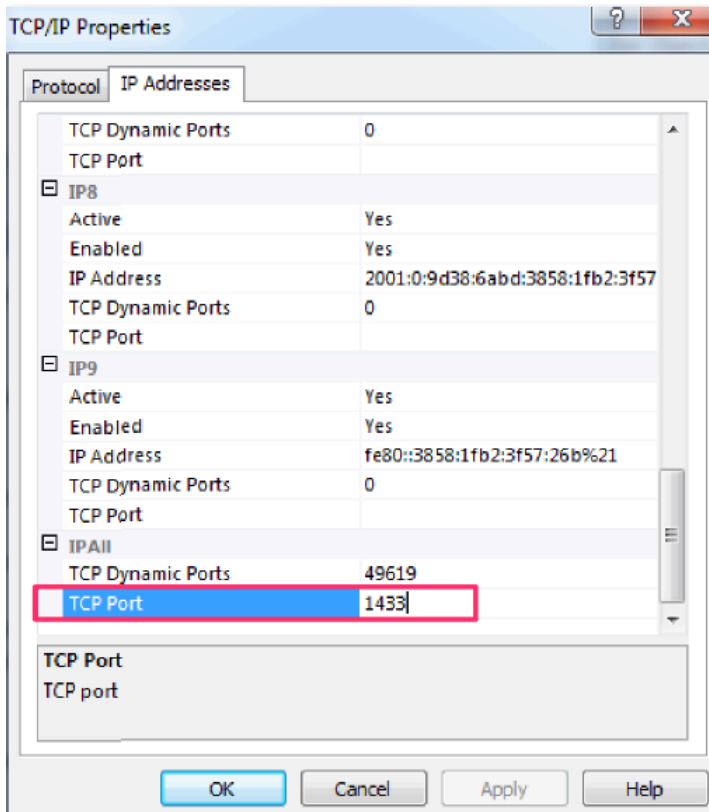
Enabled = Yes

Apply changes with **OK**.



Select the **IP Addresses** tab, scroll down to section IPALL and enter the value for the TCP Port:

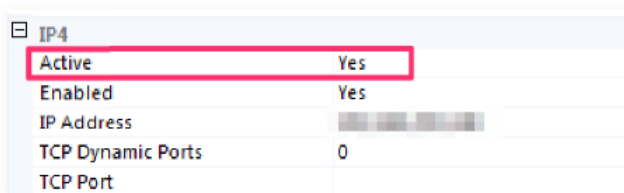
TCP Port = 1433



Make sure to activate the IP Addresses the server should listen on:

Active = Yes

It's possible to activate all first and limit it later to the real needs.



Apply changes with **OK**.

Stop and start service.

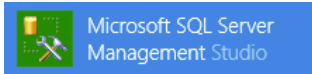
Create an empty or new database instance. For this guide **signdoc** will be used.

A new database instance can be created using the SQL Server Management Studio (SSMS).

Example

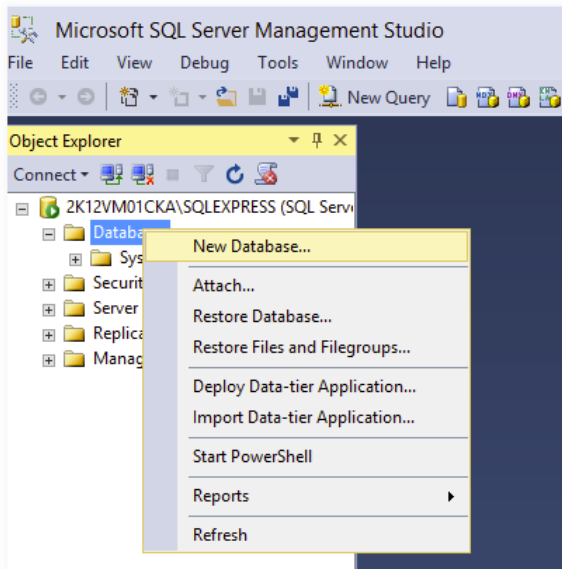
Download and Install SSMS from Microsoft with administrator rights.

Start SSMS

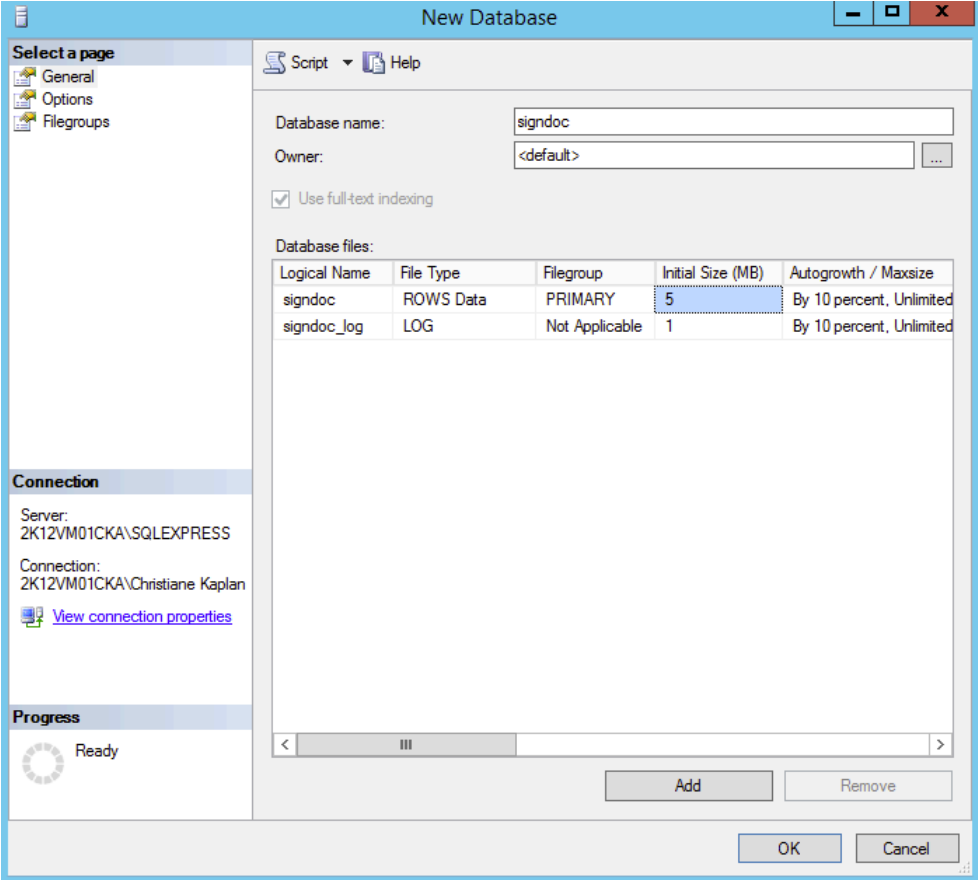


Connect to the Server.

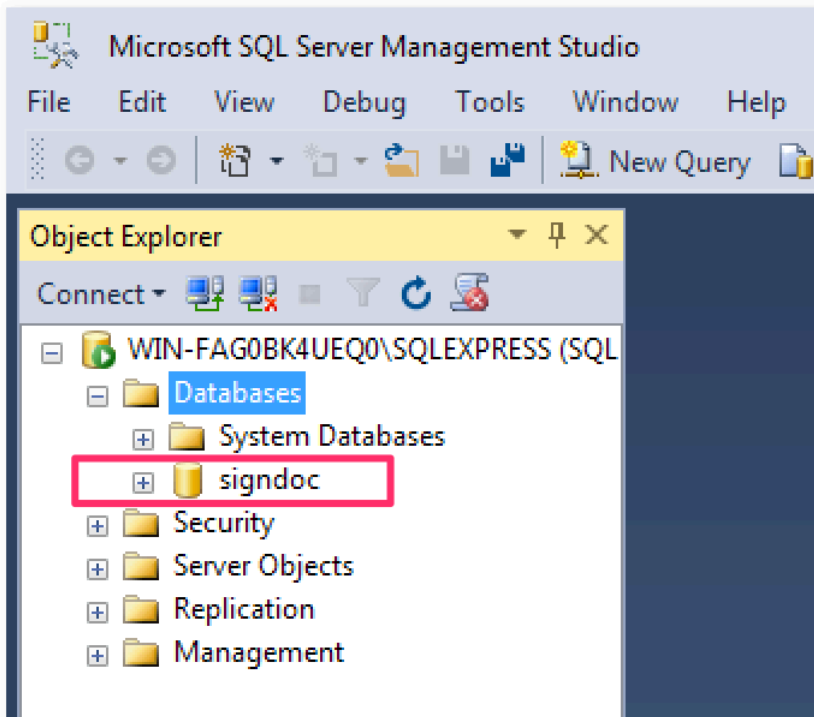
Create a new database. Right click on **Database** and select **New Database**.



Enter a name for the database. For this guide **signdoc** is used as database name.



New Database

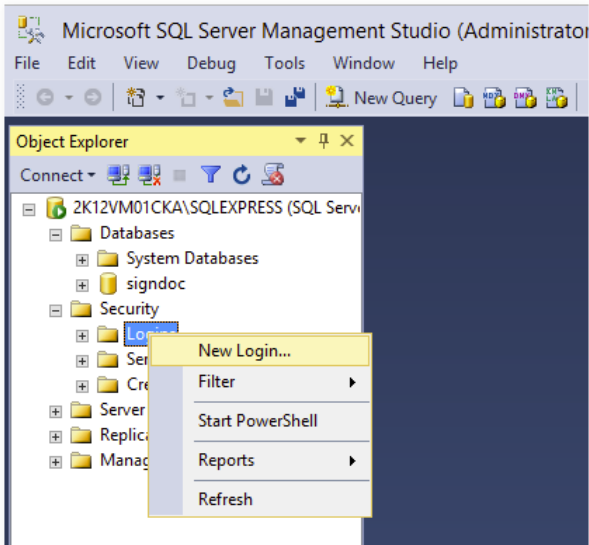


Create a new database user that is a member of the role db_owner of the signdoc database and uses "SQL Server authentication".

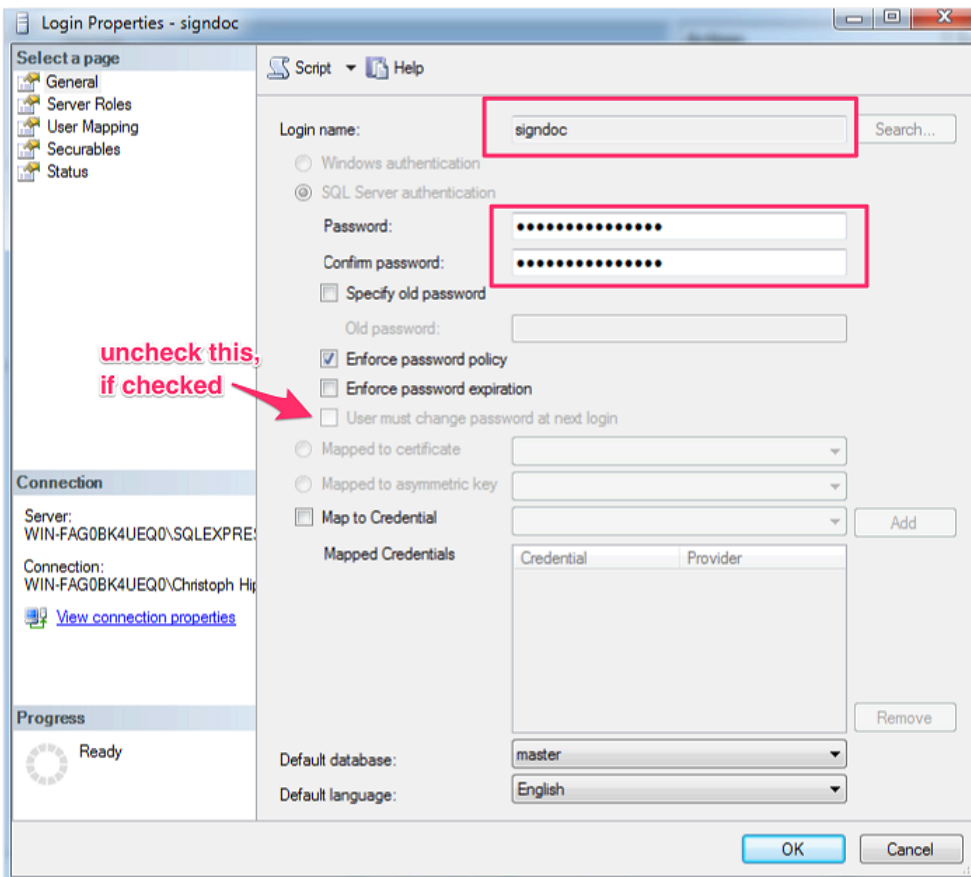
For this guide signdoc will be used also as user name. The new user requires also a password – make sure to unselect "".

For this guide 2beChanged! will be used.

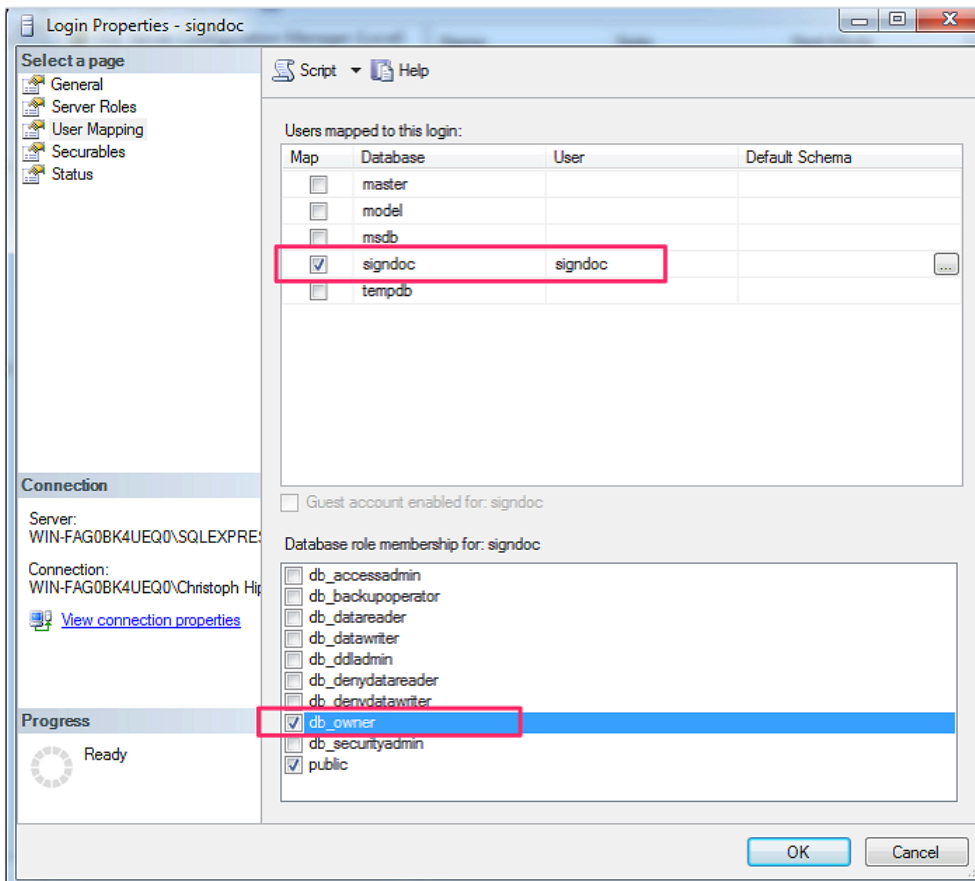
Create a new login. Open **Security** and right-click on **Logins**.



Go to **General** pane and enter the according information.



Go to **User Mapping** pane and select database **signdoc** and role membership:



Administration Center

Open the **Administration Center** to create accounts and users:

```
http[s]://<server>/cirrus/admin-center
```

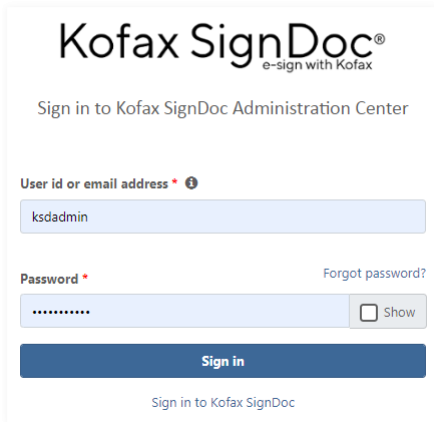
For this guide this is (see `service_configuration.properties` in chapter [Production setup](#)):

```
http://<SERVICE_EXTERNAL_HOST_URL><SERVICE_HTTP_PORT>/cirrus/admin-center
```

Example

When `<SERVICE_EXTERNAL_HOST_URL>` is `localhost` and `SERVICE_HTTP_PORT` is `6611` then the URL is

```
http://localhost:6611/cirrus/admin-center
```



The image shows a login form for the Kofax SignDoc Administration Center. At the top, it features the Kofax SignDoc logo with the tagline 'e-sign with Kofax'. Below the logo, the text 'Sign in to Kofax SignDoc Administration Center' is displayed. The form contains two input fields: 'User id or email address' with the value 'ksdadmin' and 'Password' with masked characters. A 'Forgot password?' link is located to the right of the password field. A 'Show' checkbox is positioned to the right of the password input. A blue 'Sign in' button is centered below the fields. At the bottom of the form, the text 'Sign in to Kofax SignDoc' is visible.

To create accounts and users see [Related documentation](#), *Kofax SignDoc Standard Administration Center Help*.

Deployment on Linux

If SignDoc is to be deployed under Linux, it is recommended to use Docker. SignDoc provides several sample Dockerfiles (in the docker directory). These Dockerfiles contain documentation and describe the basic installation procedure for a Linux environment. These files can also be used and amended/adapted for deployment, if required/desired.

Chapter 3

Advanced installation

Authentication LDAP

Important SignDoc Standard before version 2.1.0 was mainly configured with the configuration file `cirrus.properties`. This file moved to `INSTALLDIR_conf_templates\cirrus.properties` with version 2.1.0.

Since SignDoc Standard 2.1.0, it is highly recommended to use the file `INSTALLDIR_service_configuration.properties` (instead of `cirrus.properties`) whenever it is required to configure SignDoc with a configuration file. Configurations set in this file are applied as Java System Property and have therefore highest precedence.

General

This section describes the specification of the basic authentication via LDAP provided with SignDoc Standard 2.2.

Prerequisites

The LDAP support in SignDoc Standard is not usable and not supported in a multi-tenant environment. SignDoc Standard maps LDAP user entries to SignDoc Standard users by the unique email address. A SignDoc Standard multi-tenant installation requires email addresses only to be unique within a single account.

The user's id is defined by the setting `ldap.user.mail.attr`. It must represent the email address of the user.

Note This is not a standard LDAP attribute and may have to be added by a system administrator.

Activating LDAP

LDAP support is activated by setting the property `authentication.provider` to the value `LDAP,CIRRUS`.

Note Activate LDAP only after you have created the single account.

Auto creating a user

If a user logs in and a user with the mail address received from LDAP does not exist, a user is created automatically in SignDoc Standard. SignDoc Standard maps LDAP attributes to SignDoc Standard user attributes. Each name of an LDAP attribute has a default value but can be customized by a SignDoc Standard property:

SignDoc Standard property	Default value	Mapped to this SignDoc Standard user attribute	Constraints
ldap.user.name.attr	cn	user name	
ldap.user.mail.attr	mail	OID	(mandatory setting) Must not already exist as a SignDoc Standard user. The email address must match this regular expression: <code>^[A-z0-9\\._%+\\-]+@[A-z0-9\\._-]+</code>
ldap.user.uid.attr	uid		(optional setting) Must not already exist and match the SignDoc Standard validation rule for OID (regex <code>^[a-zA-Z0-9_\\-]+</code>)

Note If one of the above constraints are violated SignDoc Standard will report an error and LDAP integration will not work reliably.

All values can be customized by the `INSTALLDIR\\service_configuration.properties` file:

- **authentication.provider** (string): Activates LDAP support. Must be 'LDAP,CIRRUS'.
- **ldap.url** (string): The URL to connect to an LDAP server.

Important It is strongly recommended to use the ldaps protocol because passwords are sent in plain text over the network. A suitable certificate must be installed at the server in that case.

Example

```
ldap://ad.kofax.com:389/dc=kofax,dc=de
```

- **ldap.manager.dn** (string): The manager DN. If your LDAP implementation does not allow anonymous access a suitable user and password must be defined here.

Example

```
uid=admin,ou=system
```

- **ldap.manager.password** (string): The manager password.

Example

```
ldap.manager.password=secret
```

Omit manager dn and password for anonymous access.

- **ldap.userdn.patterns** (string): The value is a list of distinguished names (DN) separated by a colon.

Note Because the field delimiter is the colon (':'), a DN containing colon(s) must be double-quoted. And a double-quoted DN must escape any double-quote sign with the escape character '\', should it be present in the DN.

Example

```
uid={0},ou=Users
```

The key '{0}' will be substituted with the login name.

- **ldap.user.search.base** (string): The base DN for starting a search.

Example

```
dc=kofax,dc=de
```

- **ldap.user.search.filter** (string): A filter for the search (see RFC 2254)

Example

```
(cn=Babs Jensen)
```

- **ldap.user.name.attr** (string): The LDAP attribute which maps to a SignDoc Standard user name. Default: cn

Example

```
ldap.user.name.attr=cn
```

- **ldap.user.mail.attr** (string):

The LDAP attribute which maps to a SignDoc Standard user email. Default: mail

Example

```
ldap.user.mail.attr=mail
```

Note Additional “Brute Force Authentication Prevention” is not implemented if LDAP Authentication is configured.

Chapter 4

Uninstall SignDoc Standard

To uninstall SignDoc Standard follow these steps:

1. Double-click `INSTALLDIR\service_remove.cmd`. Confirm the dialog boxes and wait until the Windows service "SignDoc Standard" is stopped and deregistered.
2. Delete the installation directory `INSTALLDIR`.

Upgrade SignDoc Standard

Upgrade from SignDoc Standard 2.1 to 2.2.0

- Stop SignDoc Standard 2.1 using `service_remove.cmd`. See [Content of the SignDoc Standard ZIP archive](#), section "Tools".
- Make a backup of the database or create a snapshot of the database that can be restored, in case the upgrade fails.
- Install SignDoc Standard 2.2.0 as described in [Quickstart](#).
- Apply the existing SignDoc Standard 2.1 configuration to the new SignDoc Standard 2.2.0 installation. This means, applying any existing configuration from `service-configuration.properties` (and possibly other configuration files) to the new installation. This usually concerns among other things: database connection, SMTP server, `SERVICE_EXTERNAL_HOST_URL`, ...
- Make sure database migrations are enabled (this is the default).
- Start the new SignDoc Standard 2.2.0 version using `service_up.cmd`. See [Content of the SignDoc Standard ZIP archive](#), section "Tools".

Note After the system is upgraded to SignDoc Standard 2.2.0, it is no longer possible or supported to connect the old SignDoc Standard 2.1 installation to the upgraded/migrated database.

Upgrade from SignDoc 1.3.1 (or earlier) to 2.1.0

To upgrade an existing SignDoc Standard 1.3.1 (or earlier) to 2.1.0, the following steps need to be performed:

1. Stop and disable automatic restart for all existing SignDoc Standard and/or SignDoc Web instances older than SignDoc 2.1.0.
Don't stop the SignDoc Standard database.
If applicable: Remove any global or system PATH setting, that contains the existing SignDoc Standard instance.
2. Install SignDoc 2.1.0 as described in [Quickstart](#) above.
3. Make sure database migrations are enabled (this is the default). See [Control database migrations](#).
4. Back up the database!
Even though this step is not strictly necessary we strongly advise you to back up your database. This way you can revert to the previous state in case something goes wrong.

5. Configure SignDoc 2.1.0 for production as described in [Production setup](#). It is recommended to apply the configuration fresh.
 - If **KTA integration** is used, the existing configuration section of cirrus.properties can be copied to the new Installation. See [KTA Integration](#).
 - If **LDAP authentication** is used, the existing configuration section of cirrus.properties can be copied to the new installation. See [LDAP Integration](#).
6. Start the new SignDoc version using service_up.cmd. See Tools.
7. Open `http://<your_server>:<port>/cirrus/client` and log in.

Upgrade troubleshooting

It should be sufficient, to make sure that there are no PATH entries that point to an old SignDoc Standard installation. If an installation fails, these things should be double-checked:

- Double-check [General Prerequisites](#).
- The installation should be done on a supported Windows Server Operating System like e.g. Windows Server 2012 R2
- There should be no Windows PATH (system or user) entry (i.e. Environment variable) pointing to an old SignDoc Standard installation.
- There should be no CIRRUS_HOME Environment variable set (system or user).
- There should be no SDWEB_HOME Environment variable set (system or user).

Upgrade from SignDoc 1.3.0 to 1.3.1

To upgrade an existing SignDoc Standard 1.3.0 system to 1.3.1, the following steps need to be performed:

1. Stop the Kofax SignDoc 1.3.0 system.

The upgrade can't be performed while the system is running. Kofax SignDoc 1.3.0 servers have to be shut down for the upgrade.
2. Back up the database

Even though this step is not strictly necessary we strongly advise you to back up your database. This way you can revert to the previous state in case something goes wrong.
3. Deploy the Kofax SignDoc artifacts

Depending on your installation you would need to extract your files for a local installation, or deploy a Kofax SignDoc Docker container to the location / system of your choice. Refer to the installation documentation that matches your deployment scheme.
4. Migrate the database

Depending on the configuration, this step can be automatic.

Your system can be configured to either perform an automatic database migration or use a manual procedure. The latter is recommended in case of a system that is running more than one server. In case your system is configured to perform an automatic migration, the database migration will be performed automatically during the first start of the application.

In case your system is configured to perform a manual migration you would need to trigger the database migration now. For a standalone migration you would have to perform the 'flyway migrate' command, a docker container configured with Flyway can perform the migration by calling the

'flyway' entry point with 'flyway migrate'. If Flyway is not included in the deliverables, it can be downloaded and installed from www.flywaydb.org.

Consult Database Migration section, depending on the migration deployment you configured with Kofax SignDoc 1.3.0.

5. Update / change the configuration

The default system configuration changed from Kofax SignDoc 1.3.0 to 1.3.1. In case you deploy the default configuration files that come with the new system those configuration files should already contain the necessary changes.

If you deploy customized configuration files, you should be aware of the following changes:

- SignDocWeb to Kofax SignDoc plugin configuration.
In case the new feature to digitally sign documents by a trusted service provider will be used, the plugin required to contact the TSP has to be added to the list. This is defined in `sdweb_config.groovy`.
- REST API versions used.
 - The current REST API version for SignDoc Web is now v4.
Check the setting `sdweb.rest.url` in `cirrus.properties`.
 - The current REST API version for Kofax SignDoc (Cirrus) is now v5.
Check `cirrus.rest.url`, or the individual plugin urls in `sdweb_config.groovy`.

6. Start the Kofax SignDoc system

Start the Kofax SignDoc system as you would do for a normal installation and verify it is running correctly.

7. Add additional configuration

Kofax SignDoc 1.3.1 adds the ability to have documents digitally signed by a trusted service provider. This feature has been implemented as a plugin, letting the user chose which trusted service provider is used on an account basis.

The plugin configuration is done via the configuration API REST interface. Refer to section "TSP plugin configuration" in the *Kofax SignDoc System Administration Guide* for the options available if you want to use this feature.

Upgrade from SignDoc 1.2 to 1.3.0

To upgrade an existing SignDoc Standard 1.2 system to 1.3.0, the following steps need to be performed:

1. Stop the SignDoc Standard 1.2 system

The upgrade can't be performed while the system is running. SignDoc Standard 1.2 servers have to be shut down for the upgrade.

2. Backup the database

Even though this step is not strictly necessary we strongly advise you to backup your database. This way you can revert to the previous state in case something goes wrong.

3. Deploy the SignDoc Standard artifacts

Depending on your installation you would need to extract your files for a local installation, or deploy a SignDoc Standard Docker container to the location / system of your choice. Refer to the installation documentation that matches your deployment scheme.

4. Migrate the database

Your system can be configured to either perform an automatic database migration or use a manual procedure. The later is recommended in case of a system that is running more than one server.

In case your system is configured to perform an automatic migration, the database migration will be performed automatically during the first start of the application.

In case your system is configured to perform a manual migration you would need to trigger the database migration now. For a standalone migration you would have to perform the 'flyway migrate' command, a docker container configured with Flyway can perform the migration by calling the 'flyway' entry point with 'flyway migrate'. If Flyway is not included in the deliverables, it can be downloaded and installed from www.flywaydb.org.

Consult [Database migration](#) section, depending on the migration deployment you configured with SignDoc Standard 1.2.

5. Update / change the configuration

The default system configuration changed from SignDoc Standard 1.2 to 1.3.0. In case you deploy the default configuration files that come with the new system those configuration files should already contain the necessary changes.

If you deploy customized configuration files, you should be aware of the following changes:

- SignDocWeb to SignDoc Standard plugin configuration:
The signing part of the application interacts with SignDoc Standard via a set of plugins defined in `sdweb.config.groovy`. If you use a customized `sdweb.config.groovy`, ensure that the section named 'Cirrus plugin configuration' is included as such and the setting 'cirrus.rest.url' points to the V4 endpoint of the cirrus (KSD) installation.
- CSRF protection:
The application tries to protect against CSRF attacks by checking request headers. The referer headers need to match the machine name configured for your server. They are checked against the value configured in the 'cirrus.external.url' setting in `cirrus.properties`. In case this setting is not configured, the CSRF header validation is disabled.
- SignDoc Standard system linking
In addition to the SignDoc Standard 1.2 configuration regarding the Kofax TotalAgility interface, which allowed you to configure the Kofax TotalAgility link on a global basis, it is now possible to only link individual accounts with Kofax TotalAgility. If this is desired, the Kofax TotalAgility settings have to be removed from `cirrus.properties` and the configuration has to be performed after system start via the REST configuration interface.

6. Start the SignDoc Standard system

Start the SignDoc Standard system as you would do for a normal installation and verify it is running correctly.

7. Add additional configuration

Some new configuration settings can be configured via the REST configuration interface. These settings can be set globally, or on an account basis. This enables you to set some settings for a specific account, or enable / disable a feature on an account basis. The change requires a running system. The settings are effective immediately and do not need a system restart. Refer to the Kofax SignDoc - Developer's Guide, section "Configuration Requests" for a detailed setting description.

- SMS notification

In case you want to use the SMS notification feature to enable two factor signer authentication, you can enable the appropriate plugin via the REST interface. Refer to the Kofax SignDoc

Standard - Developer's Guide, section "Configuration requests" on how to do so. The SMS server can be configured globally or different settings can be used for each account.

- SignDoc Standard system linking

The interface to a Kofax TotalAgility system can be configured on an account specific basis. Thus only individual accounts can be linked to a Kofax TotalAgility system (as opposed to the whole installation in SignDoc Standard 1.2).

Chapter 6

Database migration

This chapter describes the database migration mechanism used by SignDoc starting with version 1.1.0.1.

Overview

Any product that uses a schema based database and gets past its first version faces the problem of tackling database changes while migrating from one version to another. This includes changes to the database schema, like adding a new column, moving data from a location to another etc. Not only the database has to be adapted to the new schema, also the existing data has to be migrated to fit it.

Database migrations standardize the way this is done, keeping track of the versions that have been applied to the data.

Flyway

SignDoc uses Flyway to standardize database migration scripts. You can read about flyway at <http://flywaydb.org/>. In short (check the Flyway documentation at the website), Flyway uses migrations that are named to a specific schema, containing the version number and description in the file name. It also keeps track of the version the database currently has and all applied changes by creating a database table named `schema_version` and recording all migrations it has done.

Since the migration scripts (or migration Java classes) are part of the product, one can always tell what state the database is in and what changes still need to be applied.

Flyway migrations can either be run from the command line, or be integrated into the product itself. When the application starts, it checks the database version and executes any outstanding migrations in the order of their version number, thus bringing the database up to date.

Flyway use in SignDoc

Integration and configuration

Flyway is built into SignDoc, starting with release 1.1.0.1. Each time SignDoc is started, it will check if the database is up to date and can run any outstanding database migrations.

Migrations can be configured to run either automatically or manually. Running migrations automatically can be convenient for a classic deployment with a single server, or a test environment with frequent changes. In a cloud environment running multiple servers a manual invocation of the database migration

is recommended. This allows for a better control of the process, including the necessary backup and QA steps.

The way migrations are run is controlled by the `cirrus.migrations.enabled` property:

true

Enables automatic migrations. The application will compare the version currently stored in the database and attempt to migrate it to the one used by the application. It will apply all necessary steps in sequence, without needing confirmation.

false

Disables automatic migrations. The application will compare the version currently stored in the database and refuse to start if it does not match the one used by the application (will throw an exception). The migration step has to be run manually using the command line tool or Docker container.

Important Regardless of the setting used it is strongly recommended to perform a database backup before attempting to migrate the database. Due to the nature of some migration steps and the fact that multiple migration steps are applied during a version update, a database rollback is not possible.

Version numbers

Following schema is used for SignDoc migration version numbers:

```
<ver major>.<ver minor>.<release>.<bugfix>.<hotfix>_<migration sequence>
```

The migration also includes a short textual description. A sample output of the version information is shown below:

Version	Description	Installed on	State
1.1.0.0.0.0	Baseline	2015-11-24 17:56:54	Success
1.1.0.1.0.1	Upgrade	2015-11-24 17:56:54	Success
1.2.0.0.0.1	Release upgrade	2015-11-24 17:56:54	Success
1.2.0.0.0.2	NewAccountLicenseHandling	2015-11-24 17:56:54	Success
1.2.0.0.0.3	Add package counter	2015-11-24 17:56:54	Success
1.2.0.0.0.4	AddDnsLabel	2015-11-24 17:56:54	Success
1.2.0.0.0.5	AddTimeZoneToAccount	2015-11-24 17:56:54	Success
1.2.0.0.0.6	RemoveUserStateINACTIVE	2015-11-24 17:56:54	Success
1.2.0.0.0.7	AddContactInfoToAccount	2015-11-24 17:56:54	Success
1.2.0.0.0.8	HandleKeysTable	2015-11-24 17:56:55	Success
1.2.0.0.0.9	AddSignatureSettings	2015-11-24 17:56:55	Success
1.2.0.0.0.10	AddAccountPersonalization	2015-11-24 17:56:55	Success
1.2.0.0.0.11	UserRolesNotNullable	2015-11-24 17:56:55	Success
1.2.0.0.0.12	DropObsoleteTimestamps	2015-11-24 17:56:55	Success
1.2.0.0.0.13	Add document counter	2015-11-24 17:56:55	Success
1.2.0.0.0.14	RemoveUnusedUserStates	2015-11-24 17:56:55	Success
1.2.0.0.0.15	NotDeleteAuditTrails	2015-11-24 17:56:55	Success

Classic deployment

The classic deployment describes the installation of SignDoc in a servlet container (Tomcat), without the use of Docker containers.

Automatic migration

To enable automatic migrations you have to set `cirrus.migrations.enabled` to `true` in `cirrus.properties`. SignDoc will check the database version and run pending migrations automatically during system start.

Manual migration

If is set to `false`, SignDoc will only verify if the database has been updated to the current version. Migrations have to be run manually using the flyway command line tool.

Command line tool

The flyway command line tool can be used to query the database version information, check outstanding migrations, perform migrations and clean or repair the database. All necessary information, like database driver, URL, login info, etc. can be given as arguments. A more convenient way is to store them in a configuration file. A sample configuration (`flyway.conf`) is shown below:

```
# Database URL
flyway.url=jdbc:jtds:sqlserver://servername/database_name
# User to use to connect to the database (default: <<null>>)
flyway.user=username
# Password to use to connect to the database (default: <<null>>)
flyway.password=password

# Locations starting with filesystem: point to a directory on the filesystem and may
# only contain sql migrations.
flyway.locations=classpath:sql/migration/
net_sourceforge_jtlds_jdbc_Driver,classpath:sql/migration/common,classpath:de/softpro/
cirrus/db/migrations

# Comma-separated list of directories containing JDBC drivers and Java-based
# migrations. (default: <INSTALL-DIR>/jars)
# flyway.jarDirs=<path to flyway>/flyway-3.2.1/jars, <path to cirrus-db-<verionnumber> directory>
flyway.jarDirs=/flyway/jars,/tomcat/webapps/cirrus/WEB-INF/lib

# The version to tag an existing schema with when executing baseline. (default: 1)
flyway.baselineVersion=1.1.0.0_0
# Whether to automatically call baseline when migrate is executed against a non-empty
# schema with no metadata table.
flyway.baselineOnMigrate=true
```

Fields that have to be configured are marked in bold.

You can check the status of the database using the command:

```
flyway info
```

Migrations can be applied using:

```
flyway migrate
```

The flyway command line and the flyway web page provide a reference on the available commands and options.

If Flyway is not included in the deliverables, it can be downloaded and installed from www.flywaydb.org.

Docker deployment

In case of a Docker deployment, the complete application environment is packaged inside a Docker container. This includes the migration tool. The default migration setting for a Docker container is false.

Automatic migration

If automatic migrations are desired the migration property can be set to true by providing the environment variable

```
SPEC_CIRRUS_MIGRATIONS=true
```

at container start:

```
docker run -e SPEC_CIRRUS_MIGRATIONS=true ... softpro/signdoc-standard:<version>
```

Manual migration

Running migrations manually is the default setting for the Docker container. Migrations can be run by overriding the flyway.conf and invoking flyway migrations. It is generally recommended to add a Docker layer to the container that copies the flyway.conf file into a configured container version (to set the database URL and credentials). The sample shown above lists the configuration needed for the Docker container (notably the flyway.jardirs setting). A configured container can be run using:

```
docker run -ti softpro/signdoc-standard:<version> flyway <command>
```

FAQ

General

- Useful logfile for support requests
 - INSTALLDIR\signdoc_home\logs\ (all files)
 - INSTALLDIR\service\logs\ (all files)
 - Windows event log
 - Firewall logs
 - Browser console log
- Useful configuration files for support requests
 - INSTALLDIR\signdoc_home\conf\ (all files, make sure to delete sensitive information)

Email settings

- An error occurred sending an email
 - You specified the wrong server. The server you specified exists, but it is not an SMTP server.
 - You specified the wrong port number. Ask whoever runs the SMTP server what the correct port number is.
 - The server is down. This is usually temporary. If it persists, contact whoever administers the server.
 - Your firewall is blocking the port.
 - Your ISP is blocking the port. This usually affects port 25, and you can often work around it by using port 587, but details depend on your ISP and on the SMTP server's configuration.
 - You specified TLS, but the server does not support it.

Apache Tomcat

- Security
 - For a production environment restrict the communication between cirrus and sdweb to local interfaces.
- Performance
 - The connector default size in bytes for POST requests is limited to 2 Megabytes, increase the size to handle larger documents by adding the attribute `maxPostSize="52428800"` to the tomcat connector definition.