Windows 7 / Vista / Server 2008 Considerations

Last Updated: March 2, 2012

Overview

Windows 7, Windows Vista, and Windows Server 2008 and 2008 R2 have introduced numerous complexities into many companies' enterprises. This ongoing, working copy of Windows Considerations is to be used as a guide in assisting clients who have migrated or are considering the change. Before running this or any installation on Windows 7, Vista, 2008, or 2008 R2, make certain that it is now officially supported by SunGard Relius. Some products are not yet supported, and they will not function in those environments.

Throughout this document and unless otherwise stated, "Windows" will generically refer to the newest versions of Microsoft Windows, including Windows 7, Windows Vista, Windows Server 2008, and Windows Server 2008 R2. Please note that Windows Server 2008 R2 is vastly different than its 2008 predecessor. Although the names are seemingly redundant, the basic architectures between the two are varied.

Contents

Cancel or Allow?

Many of the basic functions in previous versions are locked down by default in Windows. Because of this, you may receive messages of "Cancel or Allow?" or "Continue or Cancel?" or "Yes or No?" during the course of Relius Administration installations. This is to be expected.

User Account Control

Despite being logged on as a "computer administrator," various administrative functions are under a second layer of protection, called User Account Control, or UAC. SunGard Relius discourages clients from disabling UAC within Windows.

Turning off UAC will halt all protection provided by Microsoft, undermining the first line of defense in the Operating System. Instead, if a particular function fails, right-click the shortcut and choose "Run as administrator." You will most likely be prompted to "cancel or allow" this action. You will then be granted temporary administrative privileges for that function. If your user account is not administrative level, you will be prompted for the credentials of a user with those privileges.

Relius Data Administrator

When using the Data Administrator function inside of Relius Administration, importing and exporting of plans can return an error unless the process is launched as the Windows "System Administrator." To perform this function, exit Relius Administration completely. Right-click the Relius Administration shortcut and choose "Run as administrator." When prompted, choose "Allow" or "Continue." From there, you should be able to import and export without error. It is best practice to exit Relius Administration when finished and then re-enter the program "normally" before resuming day-to-day operations.

Setting Shortcuts

Some shortcuts can be set by default to run "As Administrator." However, users should be aware of the security risks of allowing a shortcut to be set this way. Right-click the shortcut and choose "Properties." Click the "Advanced" button.
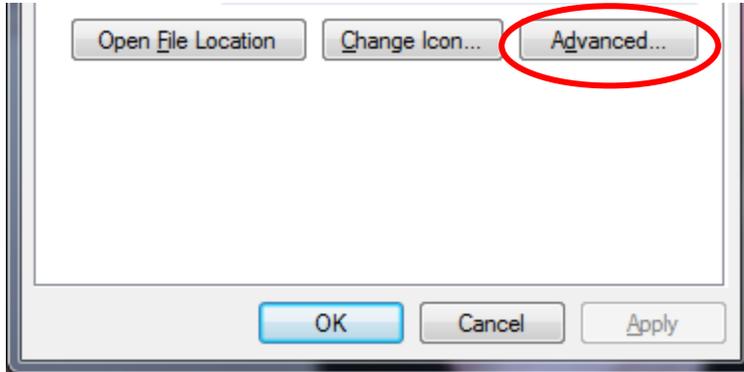
Check the box that says "Run as Administrator" and click OK. Click OK to close the properties of the shortcut.
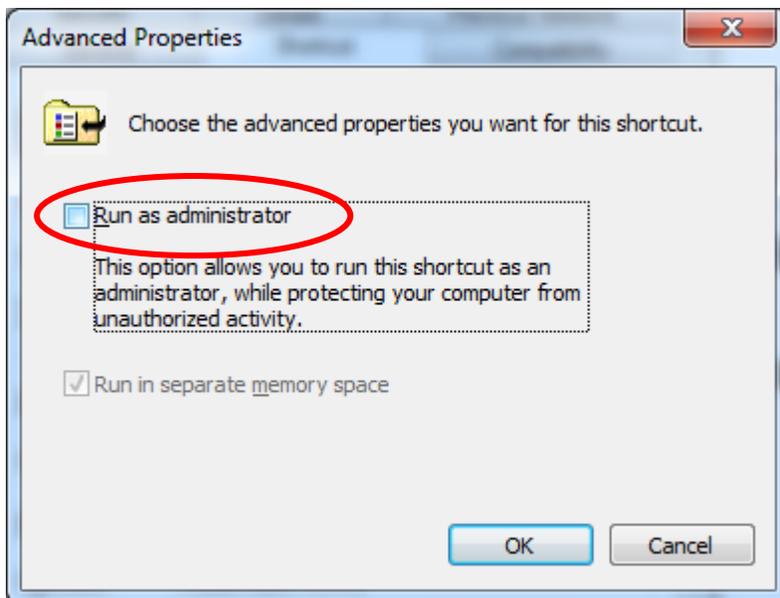
Exporting Databases

As with many other tasks in Windows, if you plan to export your database using the Start Menu shortcuts provided by SunGard Relius, you must right-click the shortcut and choose, "Run as Administrator," even if you are logged on as a user with full administrative privileges.

Windows Aero

The newest, fancy display settings embedded in Windows is called "Aero." It utilizes high-capacity video cards and enhanced graphic display monitors to their fullest potential, including real-time monitoring of background activity. Although this function is attractive to many users, it does appear to consume an extra 100 MB of system memory. If you are low on system resources, consider scaling back or disabling the "Aero" function.

Registering Files

When you want to manually register or unregister a file or run RegUnReg, you must do these as Administrator. For RegUnReg, simply right-click and choose "Run as Administrator" and answer "Allow" or "Continue" if prompted. Otherwise, you will get several errors during the process.

For a single file, you must go to a command prompt (*Start | Programs | Accessories | (right click) Command Prompt* (choose "Run as Administrator"). From there, navigate to the Relius Admin directory and type in the RegSvr32 commands. Simply going to *Start | Run* won't work, and the option to "Run as Administrator" for that feature (click Start, type command, then simultaneously hit <CTRL> + <Shift> + <Enter>) is a little difficult to explain to clients over the telephone.

Profiles and User File Locations

Looking at the properties of the "All Users" directory shows that it points to the C:\ProgramData directory (this is a new system directory that did not exist in older versions e.g. XP etc). The C:\ProgramData directory is also a hidden directory but if you have already done "Show hidden files & folders" as above then you will see it.

The C:\ProgramData directory has a sub-directory called "Start Menu" but you will get Access Denied on this one too.

So essentially, under Windows the "All Users" profile is now manifested as the C:\ProgramData directory and there are shortcuts from the C:\Users\All Users directory to the new location for compatibility reasons but in most cases you will get an Access Denied dialog box when you attempt to access the shortcuts but you will find most of what you are looking for under C:\ProgramData\Microsoft. You can also access this via C:\Users\All Users\Microsoft

In the new "DBUtil" program, the XML and log files will be read from and saved to C:\Users\<user>\AppData\Local\VirtualStore\Program Files\Relius\AdminDB. The only time this will be different is if the program is launched "as administrator." Bear in mind that any changes made that are saved to the user's virtual store will not be reflected in the main XML file. Because of this, the settings may be different when launched "as administrator."

Scheduled Tasks in DBUtil

For users who wish to schedule their exports in DBUtil, the program files may have to be copied to an alternative location. Due to security issues embedded in Windows, scheduling some programs to run from within the Program Files folder may fail. To alleviate this problem, copy the entire AdminDB folder from C:\Program Files\Relius to C:\ or some other location that will allow the program to run unencumbered.

In this example, the command line for Windows Task Scheduler would change from

```
C:\Program Files\Relius\AdminDB\DBUtil.exe /export
                        to
          C:\AdminDB\DBUtil.exe /export.
```

Windows-embedded folder locations

Here is a list of some of the junction folders used by Relius installs that have been moved in Windows, along with their new location:

XP:	Documents and Settings
Vista / 7 / 2008:	Users
XP:	Documents and Settings\All Users
Vista / 7 / 2008:	ProgramData
XP:	Documents and Settings\$USER$\Local Settings
Vista / 7 / 2008:	Users\$USER$\AppData\Local
XP:	Documents and Settings\$USER$\Application Data
Vista / 7 / 2008:	Users\$USER$\AppData\Roaming

Web vs. Terminal Server

On Windows Server 2008 systems that are about to run the RA 16.0 Component Installation DVD, users must carefully assign roles to their servers. If a system has the IIS role assigned to it, the Component installation will "assume" Web and forego the SQL Server Express and Crystal Report Writer portions. However, if the system is to be used as a Terminal Server, all components will need to be installed.

Preparing a Web Server

For Web systems running on Windows Server 2008 or 2008 R2, a special section in the Relius Administration Web/VRU installation document has been generated. Please refer to the instructions in that document for detailed information and instructions.

Preparing a Terminal Server

If the IIS role is assigned (as some default configurations from suppliers may be), clients must follow these steps to remove IIS or Application Server, install Terminal Server, and run the Component installation:

- Log on as a user with local administrative privileges.
- Open Windows Server Manager.
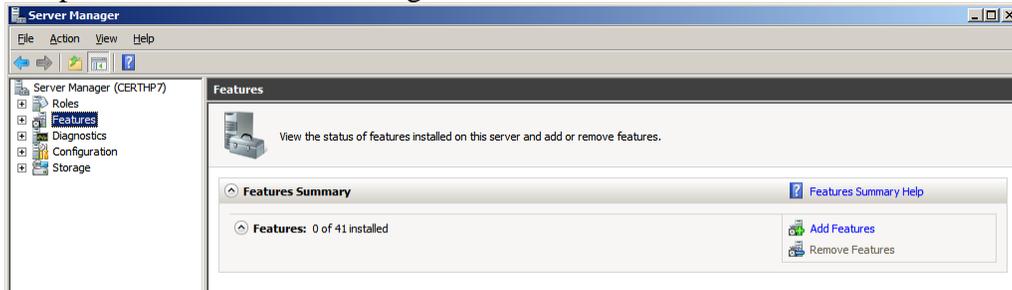
- Remove the IIS **Role** (restart will be required).
- Log on as a user with local administrative privileges.
- Open Windows Server Manager.
- Click the "Features" tree and choose "Remove Features."
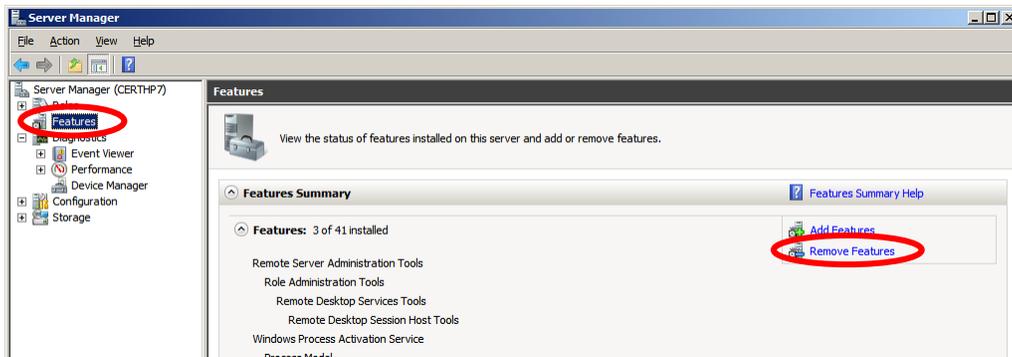
- **Remove the Windows Process Activation Service <u>Feature</u> (restart will be required).**
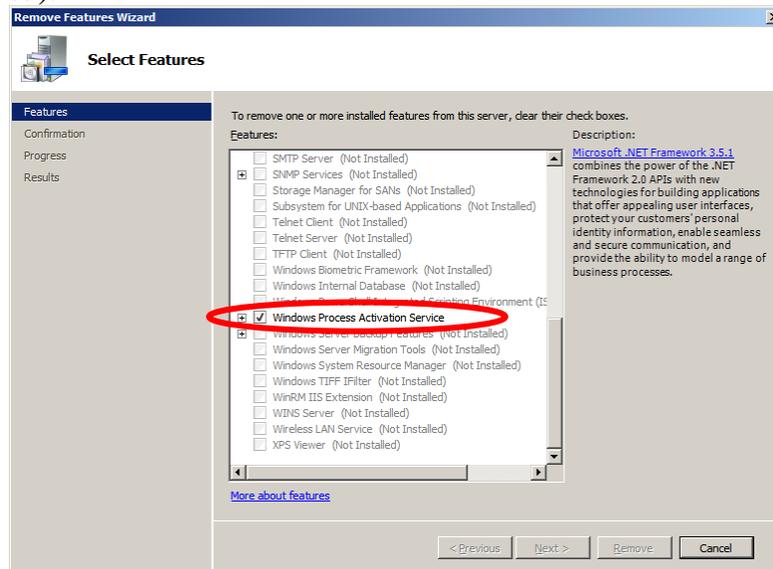
- Log on as a user with local administrative privileges.
- Open Windows Server Manager.
- Install the Terminal Server **Role** (if necessary).
- On Windows Server 2008 R2, install the .NET 3.5 SP1 **Feature**. It must be configured through Server Manager.
- Install the Relius Admin 16.0 Components

Failure to follow these steps may result in an error during the Component installation:

Network Discovery

Network Discovery is turned off by default in Windows. To enable, open the network properties and click the option to enable "Network Discovery."
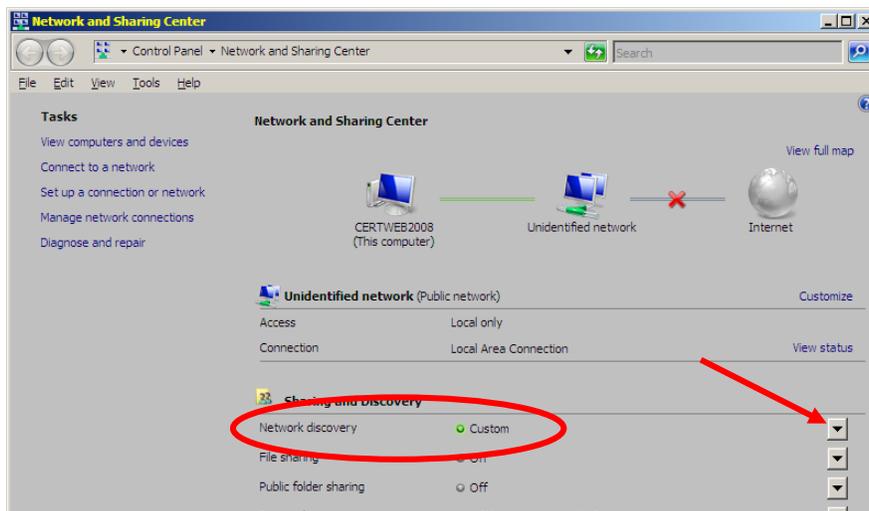
Debug Mode

Beginning with Relius Administration 17.0, all workstations are placed in error-logging mode. If a system is placed in debug mode by adjusting **Administrator.cfg** (from <LogSeverityEvent>E</LogSeverityEvent> to <LogSeverityEvent>I</LogSeverityEvent>), an error message referencing ability to open Event log will be raised when you attempt to open Relius Admin (below). This, like many other issues, can be resolved by opening Relius Admin with "Run as Administrator." Please note that setting the debug mode to "I" is the "most aggressive" method of debugging. Any setting will induce this error.
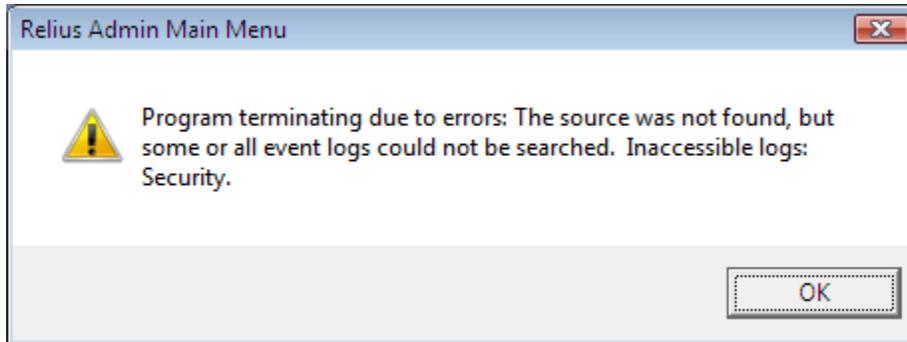
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