Remote Installation of Software Checklist

Check the Setup of Each Computer Before Providing Arts Management Access

Database Server, Apache Web Server, and Web Listener(s) - Verify Apple/Windows Operating System Auto Updates has been turned OFF

Database Server, Apache Web Server, and Web Listener(s) - If the Apple/Windows Firewall has been turned on, allow the necessary TCP/IP Port access through for the required Theatre Manager ports

Database Server, Apache Web Server, and Web Listener(s) - hard drive spin down has been disabled

Web Listener(s) - Wireless access has been disabled

Logging into the Computers Before Providing Arts Management Access

Log into the Database Server as the "local" Administrator account. Do not log into the Database Server using the Domain Administrator account as the PostgreSQL database engine requires that the user id being logged in is the Local Administrator account during the installation process.

Log into the Database Server in 'console' mode. If possible, go directly to the server's main monitor and keyboard and log in. Creating a 'Remote Session' and then providing us remote access to the 'Remote Session' in many cases causes issues during the installation process.

If it is required to create a RDC session to the Database Server, Apache Web Server, and/or Web Listener Workstation(s), **do not 'Close' or 'Minimize' the RDC session at any time** for it will disable TeamViewer's remote access. You may 'Shrink' the window down and move it out of the way if you desire to use your own terminal for another task and move the RDC connection out of the way.

Log into the Apache Web Server and Web Listener(s) workstations using the Administrator account. You may log into these computers using the Domain Administrator account and you may use a RDC session if required.

Information to Provide Arts Management

The Administrator password to access:

Workstation(s)	Password
Database Server	
Apache Web-Server	
Weblistenr	

If your using TeamViewer:

Workstation(s)	Session Id	Password
Database Server		
Apache Web-Server		
Weblistenr		

Installation of the Software

If your organization is taking advantage of the Remote Installation, the following will be done approximately 4 to 7 days prior to the trainers onsite arrival:

Downloading of all Theatre Manager software applications

PostgreSQL Database Server

- o   Installation and configuration of PostgreSQL Database Server

- o   Creation and setup of the Theatre Manager's Demo database

- o   Setup of Daily Backup Script for Theatre Manager's database

- o   Installation and configuration of Theatre Manager's application

- o   Testing connectivity testing between Web Listener workstation(s) and to the Apache Web Server

- o   Testing TCP/IP Port 5432 is not being blocked by firewalls

Apache Web Server

- o   Installation and configuration of Apache Web Server

- o   Installation of the default set of online web sales pages

- o   Testing connectivity to each Web Listener workstation(s) and out to the Internet

- o   Installation and configuration of FileZilla FTP Server

- o   Testing TCP/IP Port 20, 21, 80, 443, and 5111 are not being blocked by firewalls

- o   Starting the process for setup up of the web site ticketing sub-domain http://tickets.xxxxxx.xxx

- o   Starting the process for setup of the web site ticketing SSL confirmation email address

Web Listener Workstation

- o   Installation and configuration of Theatre Manager's application

- o   Testing connectivity testing between Database Server, Apache Web Server, and Internet access

- o   Testing TCP/IP Port 5111 is not being blocked by firewalls

- o   Network

- o   Test the TCP/IP Ports 80, 443 are Port Forwarded to the Apache Web Server

- o   Test the TCP/IP Port 6116 is open to outbound

How Long will the Process Take?

In most cases, the remote install will take approximate 4+/- hours to complete, however we would recommend anticipating that we will be spending a good portion of the day not only setting up Theatre Manager, but testing the interaction between the Database Server, Apache Web Server, and Web Listener Workstation(s). The time to complete the upgrade process will depend on:

Speed of your remote access

Hardware architecture

Receiving the required remote access and administrator passwords

The current state of the network and TCP/IP port settings