

Avionté Application Installation

This article describes the installation of the Avionté application and its supporting services.

Install each component of the Avionté software suite in the order that it appears in this article.

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Part 1: Avionté Foundation Installer

Prerequisites

Information Requirements

The following information is required when performing the installation:

- Database name
- Database server name
- Desired installation path
- Domain user with elevated privileges
- Setup Code provided by Avionté Account Manager or Project Manager

Environmental Requirements

System

- The Avionté Foundation installer must be run from a system that can communicate with the SQL Server.
- The server that the Avionté Foundation is being installed on and the SQL Server server must have port 1433 open.

User Account

- The user account that runs the installer must have SQL Server access and 'db_owner' permissions on the Avionté database.
- A local SQL Server account with 'db_owner' permissions can also be specified during the installation but it must have sufficient access to outside resources on your network.

Installation Process

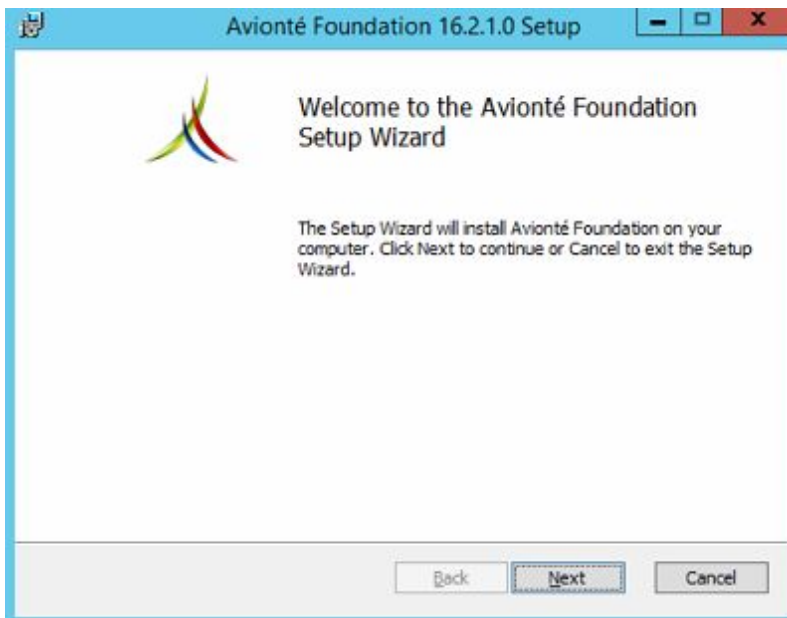
Download Foundation Installer

The Avionte.Suite.Installer.Foundation.msi package is located on the Avionté FTP server in the */upgrade/installers* directory. Download the file to the local drive.

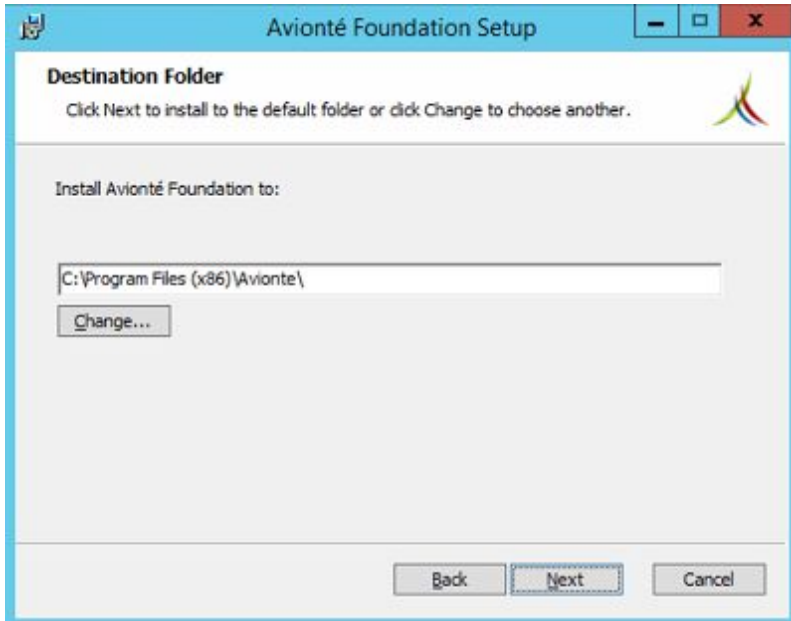
FTP server credentials are provided by the Avionté Project Manager or Client Manager.

Step 1 – Specify Destination Folder

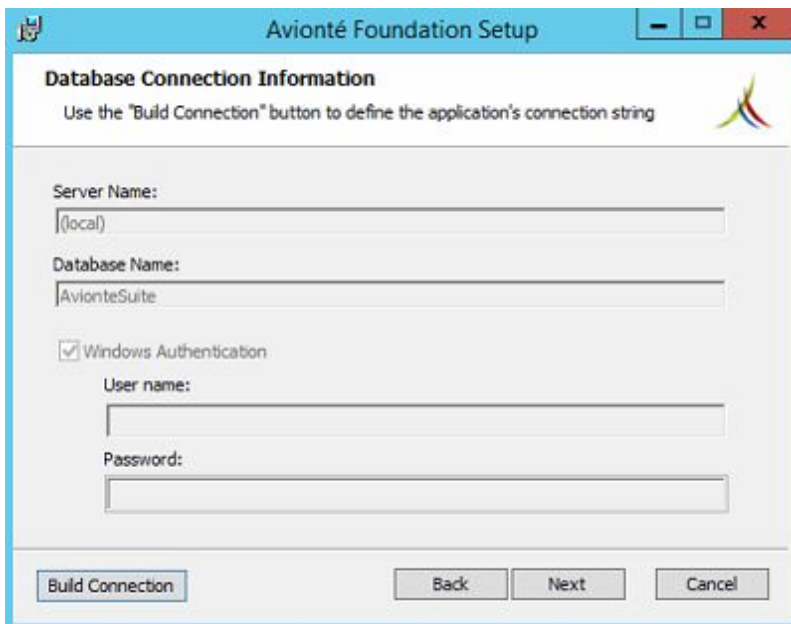
1. Double-click the Avionte.Suite.Installer.Foundation.msi file to launch the installer.
2. Click **Next** to move through the Welcome screen.



3. Enter the location that the Avionté Foundation installer program files be copied to. This location must be on a local drive. The default location of *C:Program Files (x86)Avionte* is recommended.



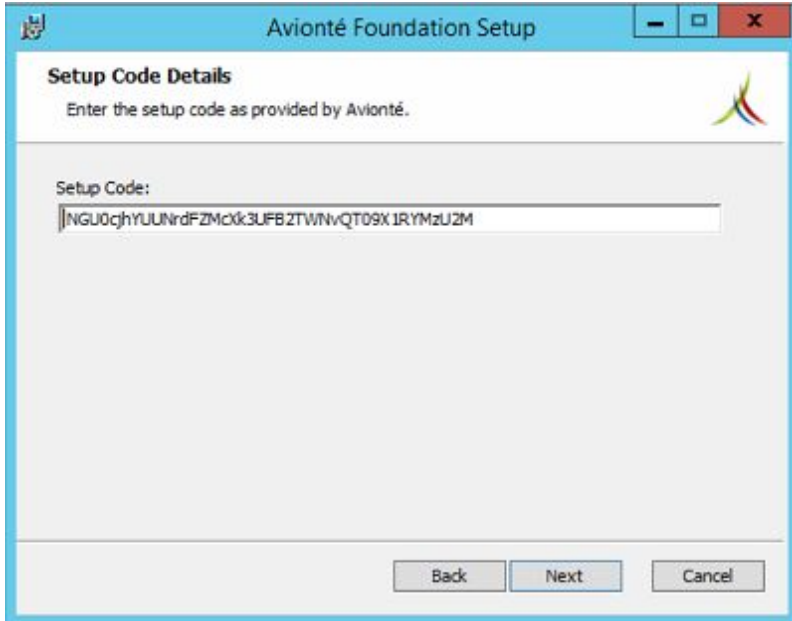
4. Click **Next**.
5. Click the **Build Connection** button.



6. In the *Connections Properties* window, enter the name of the target SQL Server or select it from the drop-down menu.

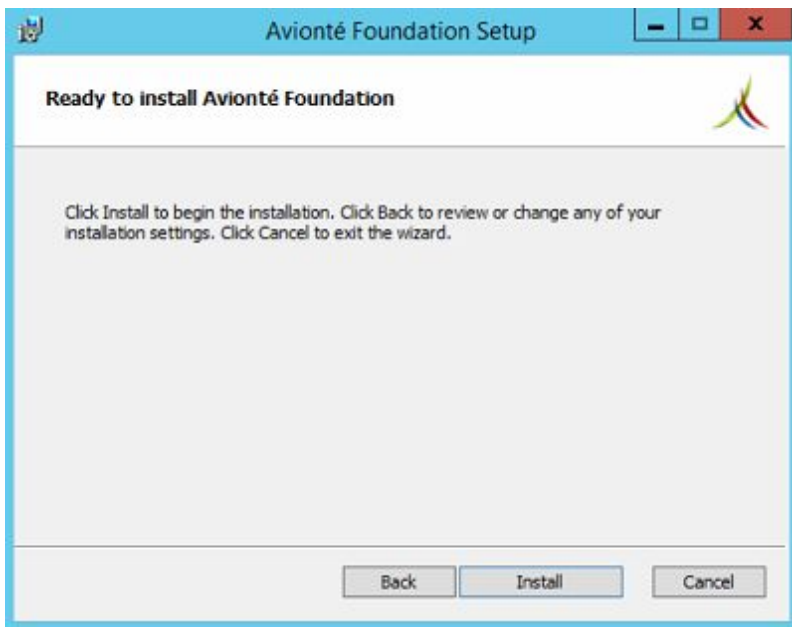
The screenshot shows the 'Connection Properties' dialog box. The 'Data source' is set to 'Microsoft SQL Server (SqlClient)'. The 'Server name' is 'YOLOSQL'. Under 'Log on to the server', 'Use Windows Authentication' is selected. The 'Connect to a database' section shows 'AviontéSuite' selected in the dropdown menu. The 'Test Connection' and 'OK' buttons are visible at the bottom.

7. Select the method of logging into the SQL Server. The user account specified here must have access to the SQL Server, 'db_owner' permissions to the Avionté database, and the ability to connect to other resources on your network.
8. In the *Select or enter a database name:* field, enter the name of the existing Avionté database or click on the drop-down menu and select it.
9. Click **Test Connection** to verify the settings.
10. Click **OK** in the *Connections Properties* window to save the connection settings and dismiss the window.
11. Click **Next** in the *Avionté Foundation Setup* window to create the database.
12. Copy and paste the Setup Code provided by the Avionté Account Manager or Project Manager into the *Setup Code:* field.

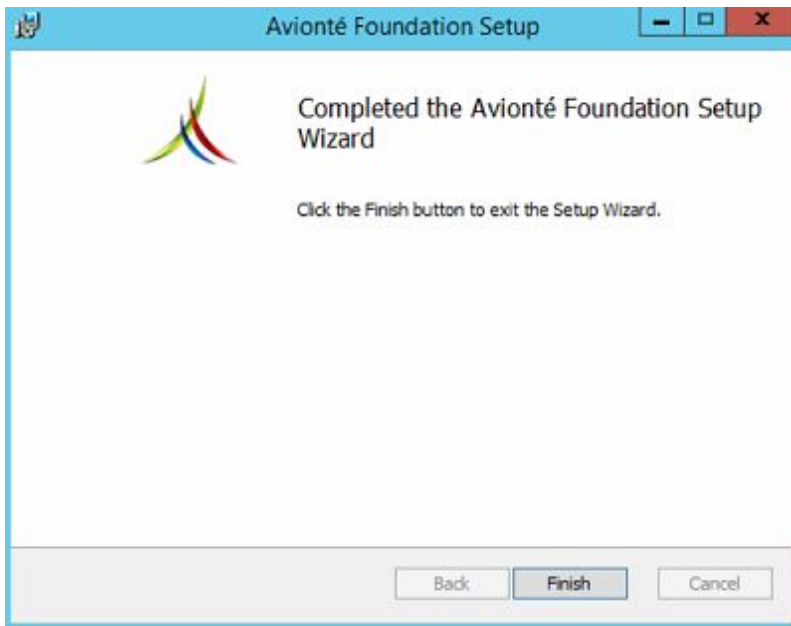


13. Click **Next** to validate the Setup Code. The installer also runs tests for any environmental factors. See Pre-Check Errors below for more information.

14. The installer will announce that it's ready to install Avionté Foundation. Click **Install**.



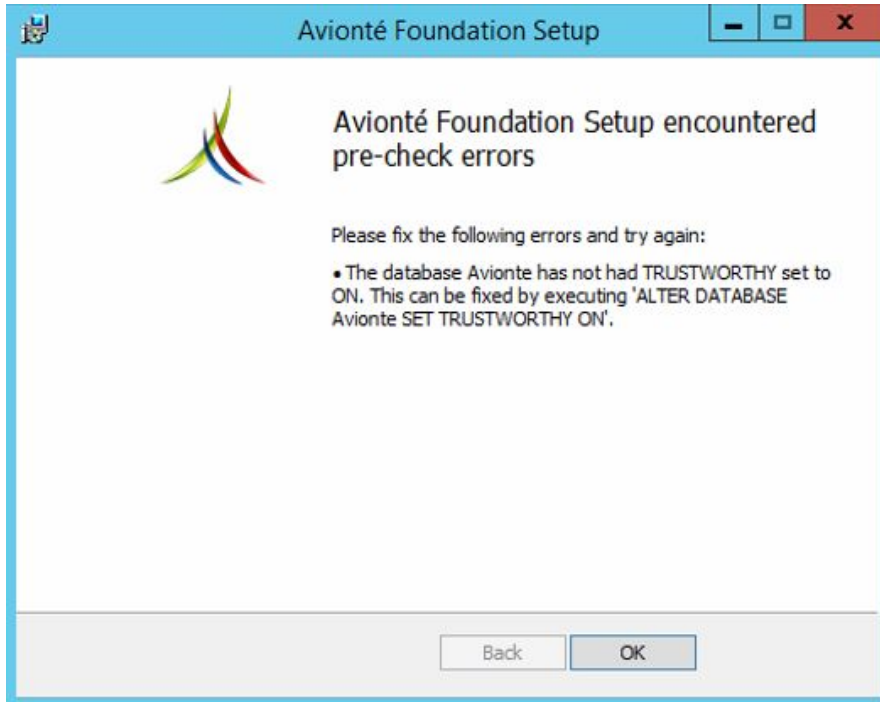
15. When the installation is complete, click **Finish**.



Troubleshooting

Pre-Check Errors

If an environmental issue prevents the installation, a dialog will be displayed with recommended actions for solving the problem.



Latency-Induced Errors

Because the Foundation installer executes code against the SQL database, there may be significant latency. We recommend running the installer directly on the SQL server to reduce latency-induced errors.

Include Log File with Support Tickets

Any errors that are encountered should be written to the installation log file. The log file is located at `%ProgramData %AvionteInstallerLogsFoundationInstaller -mmddyyyy.log`.

If an error is encountered during installation, the entire log should be attached to the support ticket for Avionté IT staff to review.

Part 2: Avionté Agent Installer

Prerequisites

Information Requirements

The following environment information will be required during this installation process:

- Database name (if manually creating the database)
- Database server name
- Desired Avionté Agent installation location
- Domain user with sysadmin/db_owner rights on the SQL Server to run the Agent service
- Domain user with elevated privileges to run the installer
- Path to background check plugin deployment directory (optional)

Environmental Requirements

The Avionté Agent installer must be run on the same server where the Avionté Agent is to be installed. **Recommended Configuration:** a single-purpose, stand-alone server running only the Agent.

The Avionté Agent Windows service requires access to the Avionté database, its own Avionté Agent database, and outside systems.

The Avionté Agent Windows service requires low-latency connectivity to the Avionté database.

Installation Process

Download Avionté Agent Service Installer

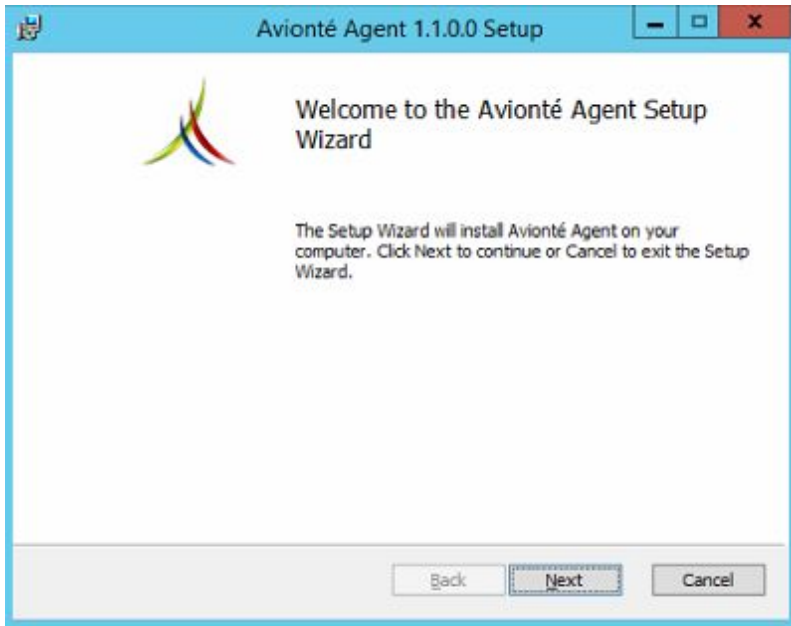
The Avionté Agent Installer is located on the Avionté FTP server in the */Tools/Avionte Agent/1.1.0* directory. Download *Avionte.Agent.Installer.msi* to the local drive.

FTP server credentials are provided by the Avionté Project Manager or Client Manager.

Step 1 – Specify Destination Folder

1. Double-click on the Avionté Agent Installer.

2. Click **Next** at the Welcome screen.



3. Enter the location that the Avionté Agent installer program files be copied to. This location must be on a local drive. The default location of *C:\Program Files (x86)\AviontéAgent* is recommended.
4. Click **Next**.

Step 2 – Create Avionté Agent Database

This step creates the connection to a new database that Avionté Agent will use. The Avionté Agent database is separate from the Avionté suite database.

Note: Do not target the Avionté Suite database when configuring a database for the Agent service.

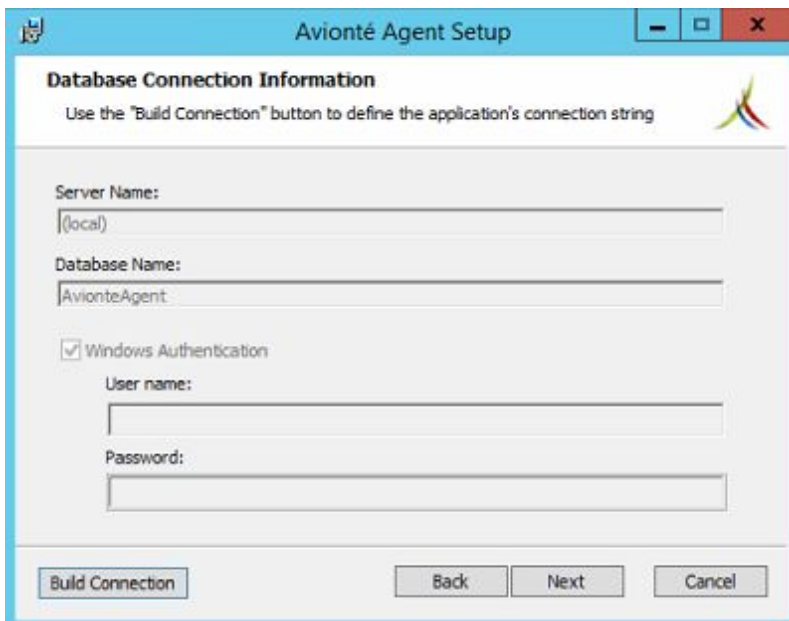
There are two methods for creating the Avionté Agent database. These methods are described in the table below.

<i>Database Creation Method</i>	<i>Description</i>	<i>Permissions Required</i>
Manually Create the New Database	Create an empty database manually. This must be done before running the Avionté Agent installer.	User account running the Avionté Agent installer must have 'db_owner' permissions on this database.
Avionté Agent installer creates the Database	The Avionté Agent installer creates the new database	User account running the installer must be in

	itself as part of the installation process.	'dbcreator' role on the SQL server.
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Creating the Database Manually

1. Create the database and have its name on hand.
2. In the *Server name:* field, enter the name of the SQL Server, or select it from the drop-down menu.
3. In the *Avionté Agent Setup* window, click **Build Connection**.

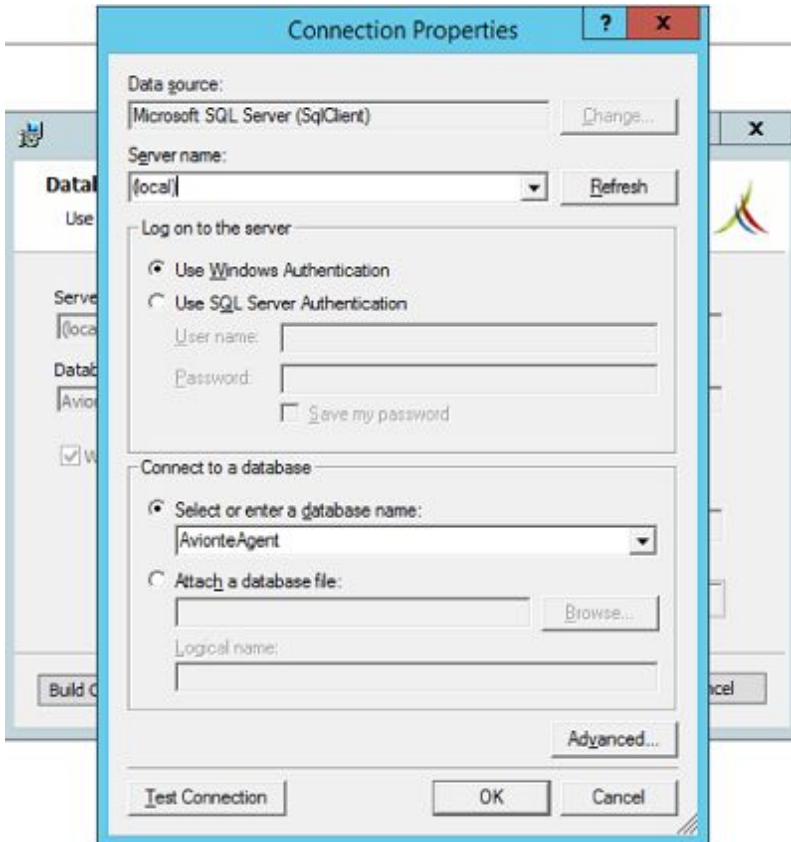


The screenshot shows the 'Avionté Agent Setup' window with the 'Database Connection Information' section. The window title is 'Avionté Agent Setup'. Below the title bar, there is a sub-header 'Database Connection Information' and a note: 'Use the "Build Connection" button to define the application's connection string'. The form contains the following fields and controls:

- Server Name:** A text box containing '(local)'. To the right of this field is a small icon of a globe with a red and blue trail.
- Database Name:** A text box containing 'AviontéAgent'.
- Windows Authentication:** A checked checkbox labeled 'Windows Authentication'.
- User name:** An empty text box.
- Password:** An empty text box.

At the bottom of the window, there are four buttons: 'Build Connection', 'Back', 'Next', and 'Cancel'.

4. In the *Connection Properties* window, select the target SQL Server in the *Server Name:* field.

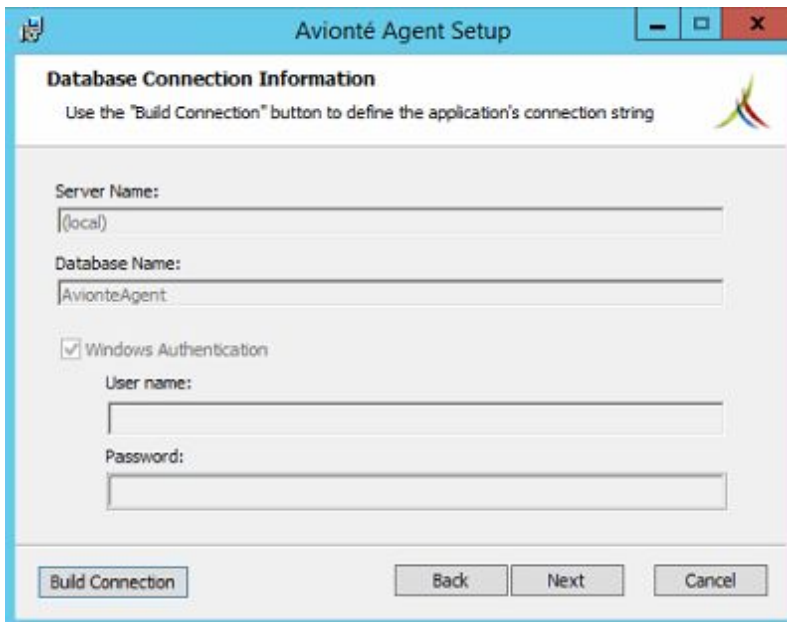


5. Select the method of logging into the SQL Server. The user account specified here must have access to the SQL Server, 'db_owner' permissions to the Avionté database, and the ability to connect to other resources on your network.
6. In the *Select or enter a database name:* field, enter the name of the database that was manually created.
7. Click **Test Connection** to test the connection to the database.
8. Click **OK** to save the connection settings and dismiss the *Connections Properties* window.
9. Click **Next** in the *Avionté Agent Setup* window to continue the installation.

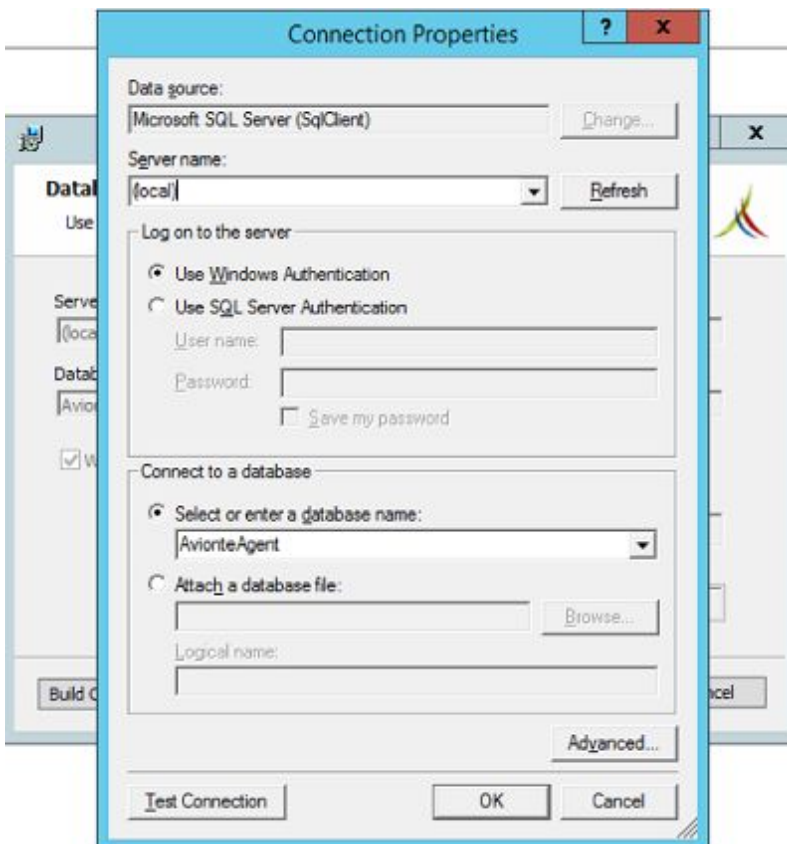
Creating the Database With Avionté Agent Installer

1. In the *Server name:* field, enter the name of the SQL Server, or select it from the drop-down menu.

2. In the *Avionté Agent Setup* window, click **Build Connection**.

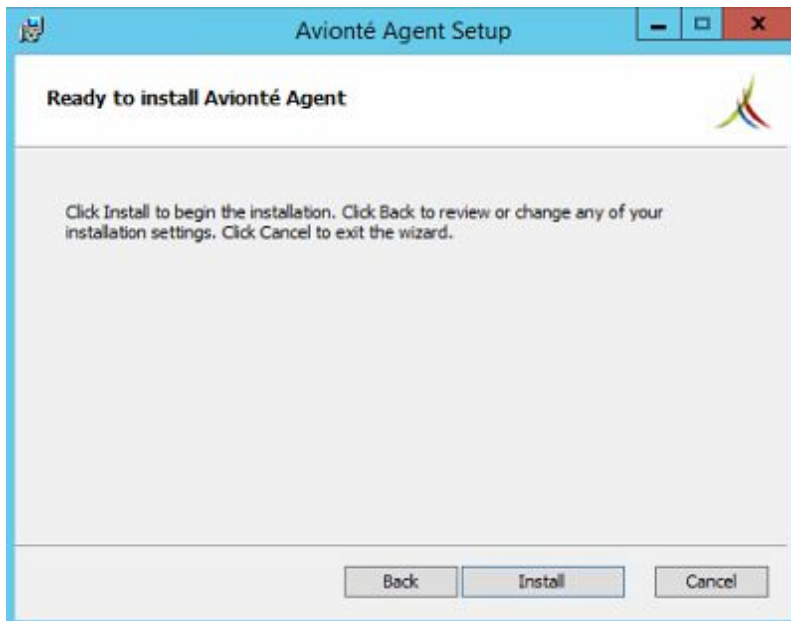


3. In the *Connection Properties* window, select the target SQL Server in the *Server Name:* field.



4. Select the method of logging into the SQL Server. The user account specified here must have access to the SQL Server, 'db_owner' permissions to the Avionté database, and the ability to connect to other resources on your network.
5. In the *Select or enter a database name:* field, enter a preferred database name. The default of "AvionteAgent" is recommended.
6. Click **OK** to save the connection settings and dismiss the *Connections Properties* window.
7. Click **Next** in the *Avionté Foundation Setup* window to continue the installation.

Step 3 – Install Avionté Agent



In the *Ready to install Avionté Agent* window, click **Install**.

If prompted, enter credentials to escalate the installing user account's privileges.

Step Four: Launch Avionté Agent Manager

The Avionté Agent Manager must run to finish the setup of the Agent service.

1. Verify that the *Launch Agent Manager* box is checked.
2. Click **Finish**.

The Agent Manager can be launched separately. It is located at *C:\Program Files (x86)\AvionteAgentAgentManager.exe*.

Step Five: Connect Avionté Agent to the Avionte Suite Database

This step connects the Avionté Agent to the Avionté suite database that was created in the [Foundation installer process](#).

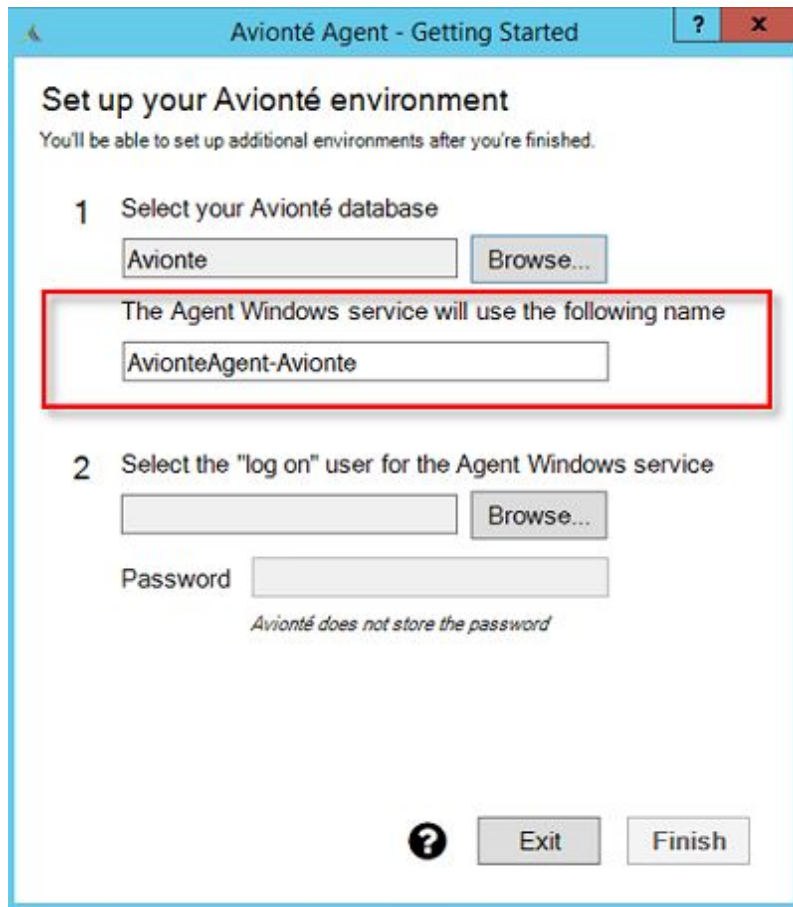
Note: Do not connect to the Avionté Agent database that was created earlier in this process.

1. Click **Browse**. This opens a Connection Properties window.
2. In the *Server Name:* field, select the target SQL Server that is running the Avionté suite database.
3. Select the method of logging into the SQL Server. The user account specified here must have access to the SQL Server, 'db_owner' permissions to the Avionté database, and the ability to connect to other resources on your network.
4. In the *Select or enter a database name:* field, select the Avionté suite database that was created in the [Foundation installer process](#).
5. Click **Test Connection** to test the connection to the database.
6. Click **OK** to save the connection settings and dismiss the Connections Properties window.

Step Six: Set up Avionté Environment

Change the Name of the Windows Service (Optional)

To change the name of the Windows service, edit the text in the *The Agent Windows service will use the following name* field.



Choose the User Account to Run Agent Service

The account selected in this dialog will run the Avionté Agent Windows Service.

1. Click the **Browse** button to open the Windows *Select User* dialog window.

Avionté Agent - Getting Started

Set up your Avionté environment

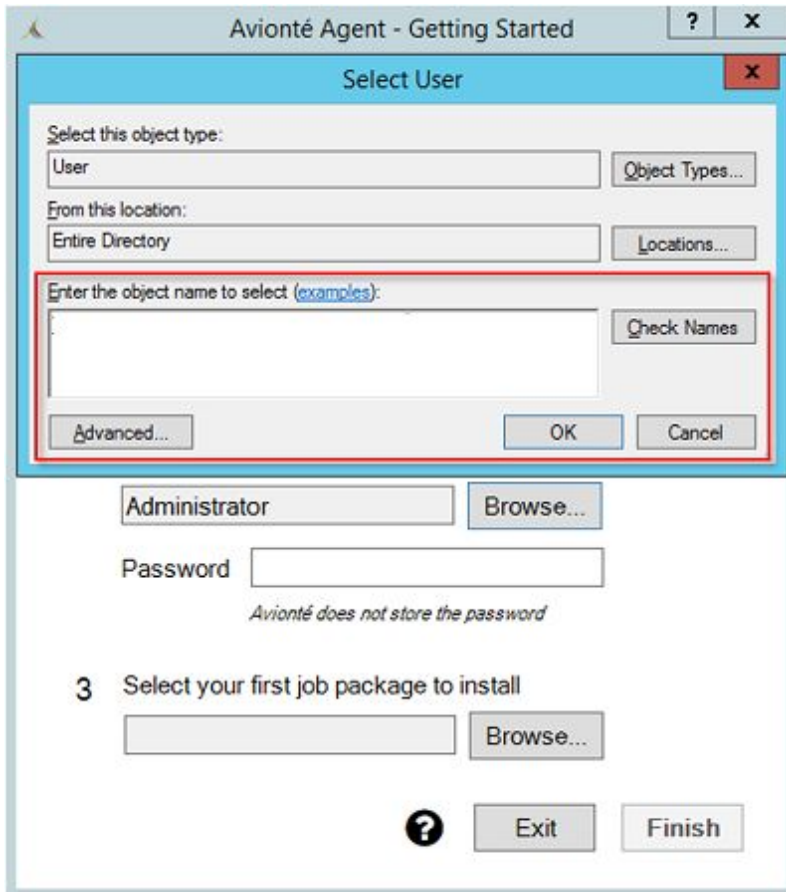
You'll be able to set up additional environments after you're finished.

- 1 Select your Avionté database

The Agent Windows service will use the following name
- 2 Select the "log on" user for the Agent Windows service

Password
Avionté does not store the password

2. The *Select this object type:* field is populated with "User" and the *From this location:* field is populated with the current domain.



3. Enter the desired domain account in the *Enter the object name to select* field, or click **Advanced...** to search for an account.

Select User

Select this object type:
User Object Types...

From this location:
Yolo local Locations...

Common Queries

Name: Starts with [] Columns...

Description: Starts with [] Find Now

Disabled accounts Stop

Non expiring password

Days since last logon: []

Search results: OK Cancel

Name	E-Mail Address	In Folder
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4. Click **Check Names** to verify the account.

5. Click **OK**. The selected user account is added to the form.

Avionté Agent - Getting Started

Set up your Avionté environment

You'll be able to set up additional environments after you're finished.

- 1 Select your Avionté database

The Agent Windows service will use the following name
- 2 Select the "log on" user for the Agent Windows service

Password
Avionté does not store the password
- 3 Select your first job package to install

6. Enter the account password in the *Password* field.

Select Agent Job Package and complete configuration

The Agent job package is a .zip file containing files required for the Avionté Agent service to perform various tasks. The Agent job package is released separately from the Avionté Agent itself because it is updated with each Avionté suite version.

FTP server credentials are provided by the Avionté Project Manager or Client Manager.

1. Download the Agent job package from the Avionté FTP server. It is located in the */upgrade/Agent Job Packages* directory.

2. Click the **Browse** button next to the *Select your first job package to install* field.

Avionté Agent - Getting Started

Set up your Avionté environment

You'll be able to set up additional environments after you're finished.

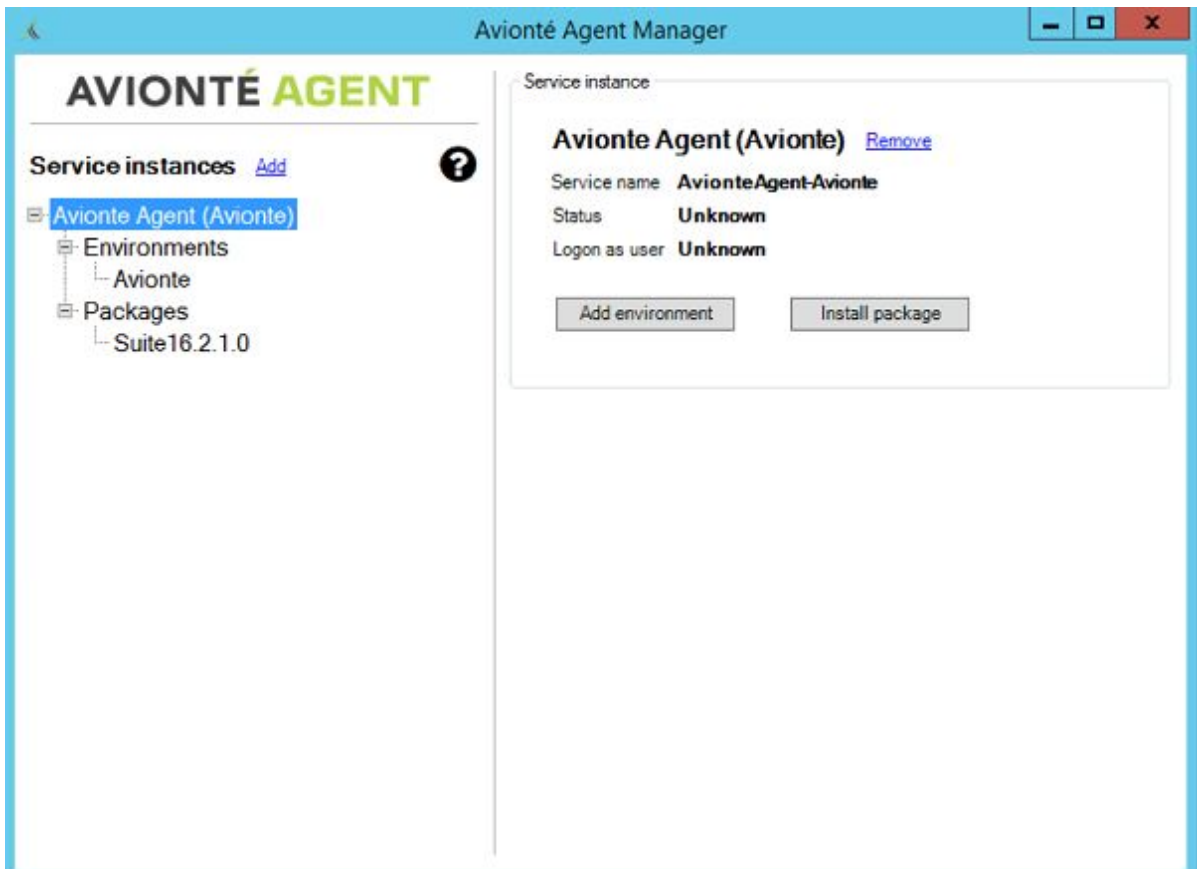
- 1 Select your Avionté database

The Agent Windows service will use the following name
- 2 Select the "log on" user for the Agent Windows service

Password
Avionté does not store the password
- 3 Select your first job package to install

3. In the Windows *Open* dialog, navigate to the downloaded job package and click **Open**. The path to the package will appear in the *Select your first job package to install* field.

4. Click **Finish** to complete the Agent configuration and open the Avionté Agent Manager.



Part 3: Core Application Installation

Prerequisites

Information Requirements

- Database name
- Database server name
- Desired installation path
- Path to desired location for Vertex database files (Vertex will be installed in the next article in this series and will require this location)

Environmental Requirements

- Installer must run on the workstation or Terminal Server that the Windows application will be executed on.
- Domain user with elevated privileges to run the installer

Optional Information

- Path to background check plugin deployment directory
- ADP WOTC authorization company code
- ADP WOTC authorization key

Installation Process

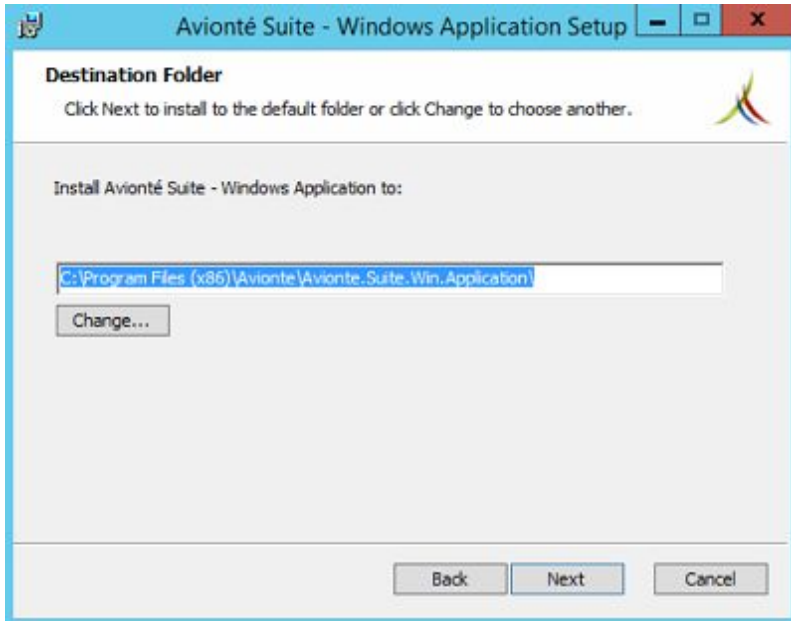
Download the Avionté Core Application Installer

Download the *Avionte.Suite.Installer.Core.msi* file to the local drive. This file is located on the Avionté FTP server in the */upgrade/installers* directory.

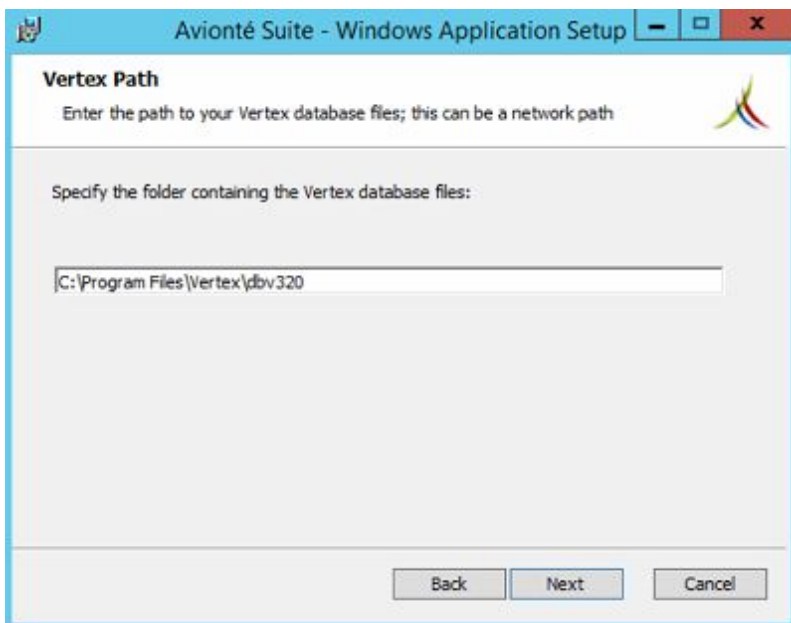
FTP server credentials are provided by the Avionté Project Manager or Client Manager.

Run Installer

1. Click **Next** at the Welcome Screen.
2. Enter the desired installation location for the core application. The default location of *C:\Program Files (x86)\Avionte\Avionte.Suite.Win.Application* is recommended.

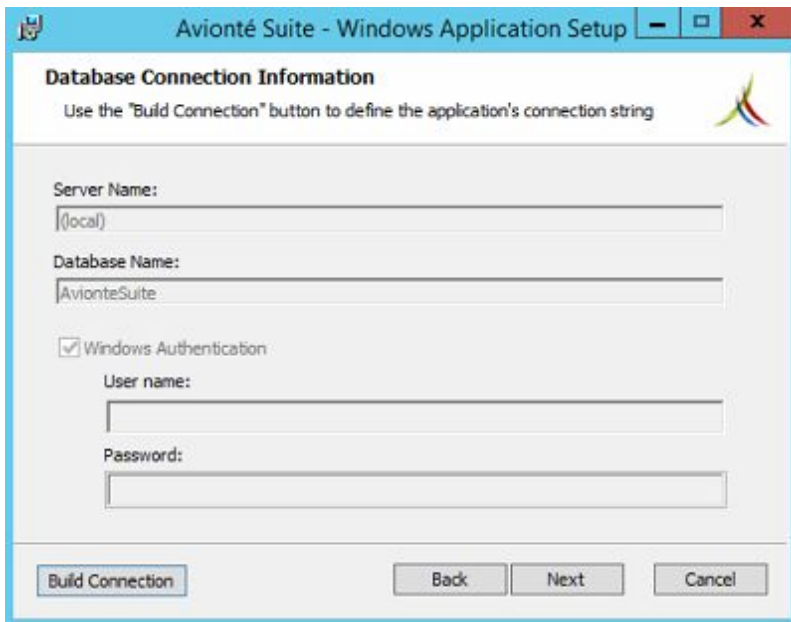


3. Click **Next**.
4. In the *Vertex Path* screen, enter the location that the Vertex database files will be located. Vertex will be installed in [the next article in this series](#). The default location of *C:\Program Files\Vertex\dbv320* is recommended.



5. Click **Next**

6. Click **Build Connection**. The *Connection Properties* window will appear.



Avionté Suite - Windows Application Setup

Database Connection Information

Use the "Build Connection" button to define the application's connection string

Server Name:
[local]

Database Name:
AvionteSuite

Windows Authentication

User name:
[]

Password:
[]

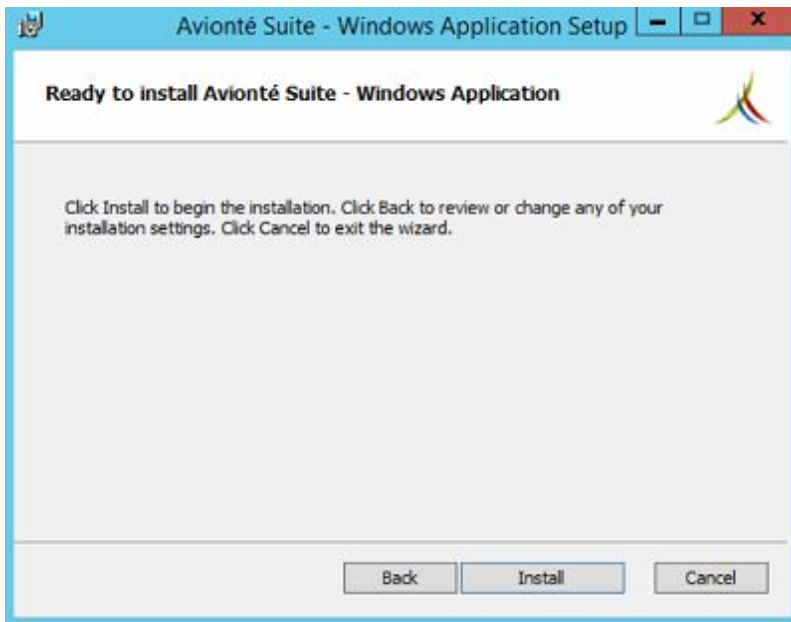
Build Connection Back Next Cancel

7. In the *Connections Properties* window, enter the name of the target SQL Server or select it from the drop-down menu.

The screenshot shows the 'Connection Properties' dialog box. The 'Data source' is set to 'Microsoft SQL Server (SqlClient)'. The 'Server name' is 'YOLOSQL'. Under 'Log on to the server', 'Use Windows Authentication' is selected. The 'Connect to a database' section shows 'AvionteSuite' selected in the dropdown menu. The 'Test Connection' and 'OK' buttons are visible at the bottom.

8. Determine the method of logging into the SQL Server. The user account specified here must have access to the SQL Server, 'db_owner' permissions to the Avionté database, and the ability to connect to other resources on your network.
9. In the *Select or enter a database name:* field, enter the name of the Avionté Suite database or click on the drop-down menu and select it.
10. Click **Test Connection** to verify the settings.
11. If the connection test was successful, click **OK** to dismiss the *Test Results* confirmation dialog.
12. Click **OK** in the *Connections Properties* window to save the connection settings and dismiss the window.
13. Click **Next** in the *Database Connection Information* screen.

14. Click **Install**.



15. Click **Finish**.

Troubleshooting

For troubleshooting purposes, the installation log is located at `%ProgramData %Avionte InstallerLogsCoreAppInstaller -mmddyyyy.log`.

Part 4: Vertex Installation

Prerequisites

Information Requirements

- Database name
- Database server name
- Path to Avionté core application

Environmental Requirements

- All instances of the Avionté core application must be shut down before proceeding.
- Vertex database installation must be performed on the system hosting the Avionté core application.
- The Avionté database update must be run from a system that can communicate with the SQL Server hosting the Avionté database and has SQL Server Management Studio installed.
- Vertex database files must be stored in a location accessible by any Avionté user. Storing these files on the same system that hosts the Avionté Core Application is recommended.
- Vertex database files must allow read access to any Avionté user.

Installation Process

Step 1: Install Current Vertex DLL Files

This process must be performed on the system with the Avionté core application installed.

1. Download *VertexDLL.zip* from the Avionté FTP server. FTP server credentials are provided by the Avionté Project Manager or Client Manager.
2. Using Windows Explorer, extract the contents of *VertexDLL.zip* to the Avionté application folder. The default installation location is *C:\Program Files (x86)\Avionte\Avionte.Suite.Win.Application*.
3. Select the option to replace all files with same names in the destination.

Step 2: Install Vertex Database

This process must be performed on the system with the Avionté core application installed.

The Vertex database file is named using the last two digits of the release year and the two-digit month number. E.g., VertexDB1612.zip. In this article, it is referred to as VertexDBYYMM.zip.

1. Download *VertexDBYYMM.zip* from the Avionté FTP server. FTP server credentials are provided by the Avionté Project Manager or Client Manager.
2. Navigate to the Avionté core application folder. The default location is *C:\Program Files (x86)\Avionte\Avionte.Suite.Win.Application*.
3. Open *Avionte.Suite.Win.Application.exe.config* in Notepad.
4. Perform a search for *VertexDBPath*.
5. Note the path.
6. Using Windows Explorer, create a new folder called "VertexDB" at that location.
7. Use Windows Explorer to extract the contents of VertexDBYYMM.zip to the newly created VertexDB folder.

Step 3: Update Avionté SQL Database

This process needs to be performed on a system with SQL Server Management Studio installed.

The Vertex .sql file is named using the last two digits of the release year and the two-digit month number. E.g., VertexUpdate1612.zip. In this article, it is referred to as *VertexUpdateYYMM.zip*.

1. Download *VertexUpdateYYMM.sql* from the Avionté FTP server. FTP server credentials are provided by the Avionté Project Manager or Client Manager.
2. Open SQL Server Management Studio (SSMS).
3. Use SSMS to connect to the SQL Server hosting the Avionté database.
4. Use SSMS to open *VertexUpdateYYMM.sql*.
5. Click **Execute** to run the script.

Part 5: Reports Installer

Prerequisites

Information Requirements

- Database name (if manually creating the database)
- Database server name

Environmental Requirements

- Domain user with sysadmin/db_owner rights on the SQL Server to run the Agent service
- Domain user with elevated privileges to run the installer

Installation Process

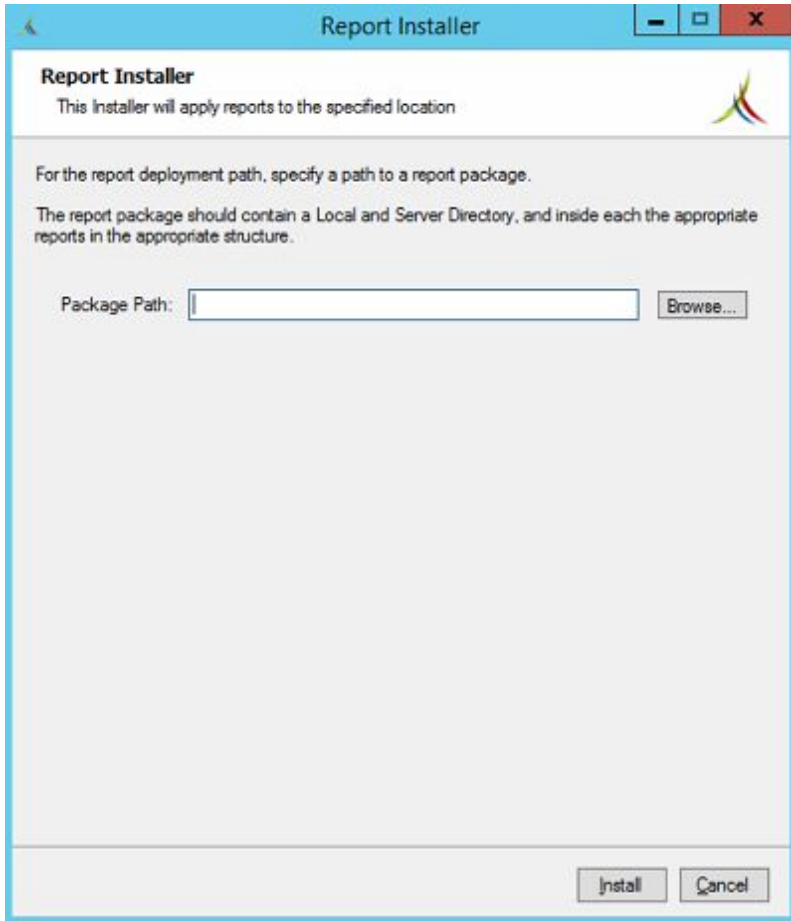
Download Report Installer

The Avionté Report Installer and related files are located on the Avionté FTP server in the */Tools/ReportInstaller* directory. FTP server credentials are provided by the Avionté Project Manager or Client Manager.

1. Download *ReportInstaller.zip* and *15.2.2 Reports.zip* to the local drive.
2. Extract both *ReportInstaller.zip* and *15.2.2 Reports.zip* to the desired location on the local drive. This article uses *C:AvionteReports*.

Run Report Installer

1. Run *ReportInstaller.exe* from *C:AvionteReportsReportInstaller*.
2. Point the installer to the location of the *Reports* folder. For this example, *C:AvionteReportsReports*.



3. In the *Database Connection:* section, click **Browse** to open a *Connection Properties* window.
4. In the *Server Name* section, enter or select the name of the SQL Server server hosting the Avionté database from the drop-down menu.

Connection Properties

Data source:
Microsoft SQL Server (SqlClient) Change...

Server name:
YOLOSQL Refresh

Log on to the server

Use Windows Authentication
 Use SQL Server Authentication

User name:
Password:

Connect to a database

Select or enter a database name:
Avionte

Test Connection OK

5. In the *Connect to a database* section, enter or select the name of the Avionté database.

6. Click **OK** to save the connection properties and close the *Connection Properties* window.

Report Installer
This Installer will apply reports to the specified location

For the report deployment path, specify a path to a report package.
The report package should contain a Local and Server Directory, and inside each the appropriate reports in the appropriate structure.

Package Path:

Database Connection:

Server Name:

Database Name:

Authentication: ▼

User Name:

Password:

Server Connection:

Server URL:

Client Folder:

Datasource Folder:

7. Verify the authentication method that will be used to connect to the database.
8. In the *Server URL*: field of the *Server Connection* section, enter the URL of the SQL Server. Typically, this is *http://SQLserverName/reportserver*.

Report Installer
This Installer will apply reports to the specified location

For the report deployment path, specify a path to a report package.
The report package should contain a Local and Server Directory, and inside each the appropriate reports in the appropriate structure.

Package Path: C:\AvionteReports\Reports

Database Connection:

Server Name: YOLOSQL

Database Name: Avionte

Authentication: Windows Authentication

User Name:

Password:

Server Connection:

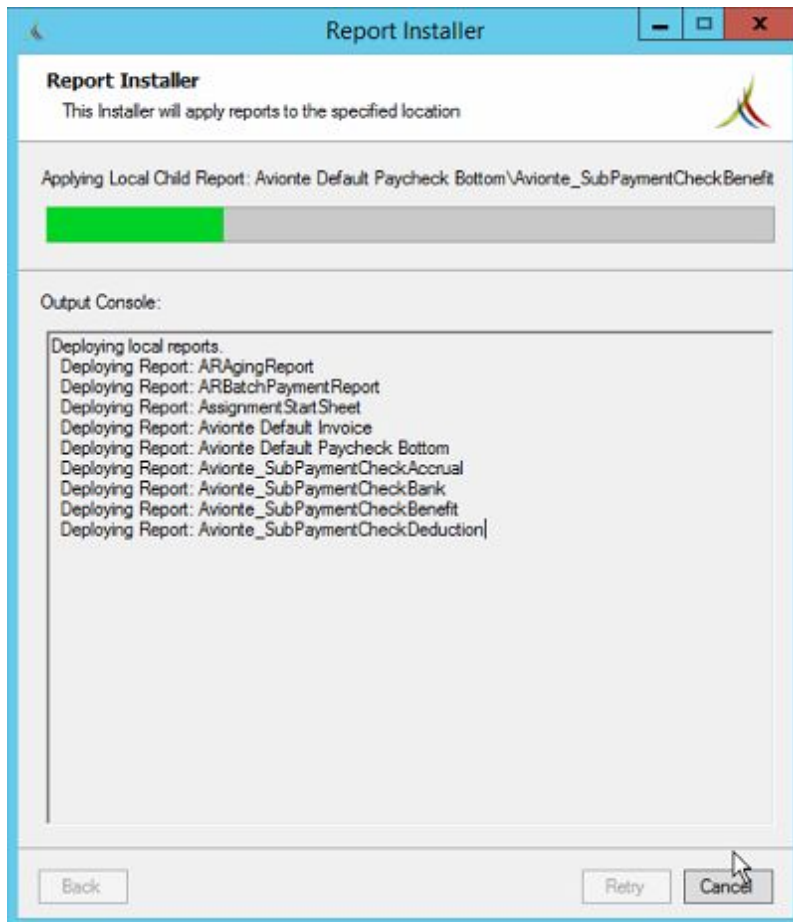
Server URL: http://yolosql/reportserver

Client Folder: /Avionte

Datasource Folder: /data sources

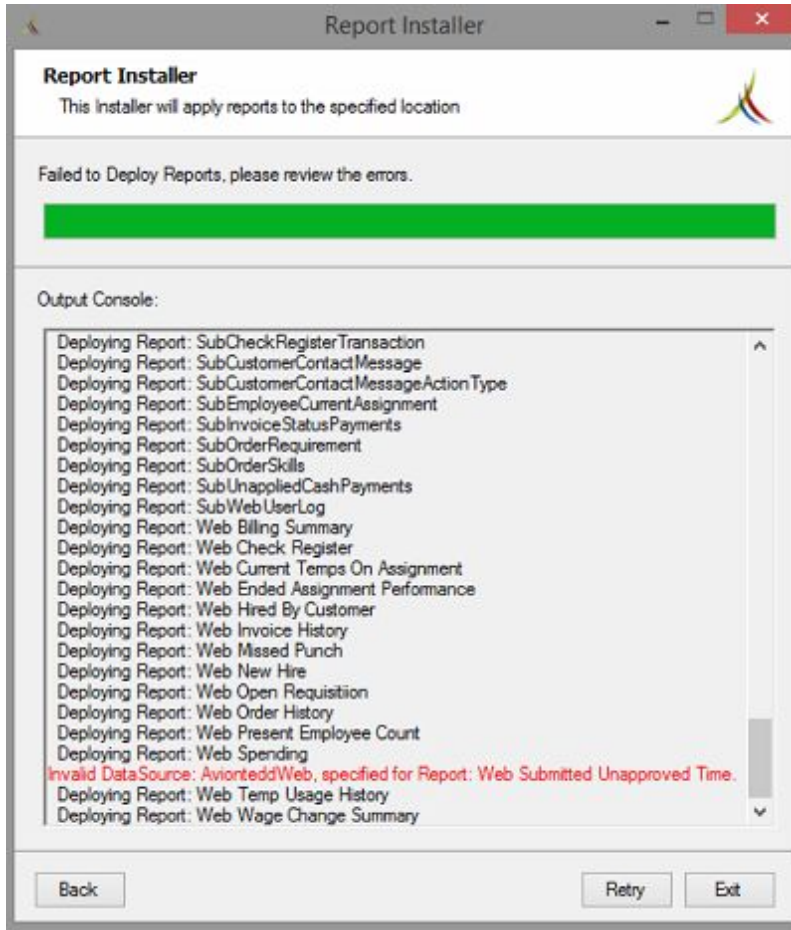
9. In the *Client Folder:* field, enter "/Avionte". This folder was created during the SQL Server setup.
10. In the *Datasource Folder* field, enter "/data sources". This subfolder was also created during the SQL Server setup.

11. Click **Install**. An installation progress meter and Output Console will be displayed in the installer window.



Validation Errors

If any errors are encountered during the installation process, make note of the error details displayed in red text and contact your Project Manager or Client Manager for support.



Part 6: Web Products Installer

Prerequisites

Information Requirements

- Database name
- Database server name
- Desired installation path
- Desired existing IIS site to install the web services into
- Mail server information, including
- Hostname of mail server
- Port used to accept connections
- Username/mailbox of user
- Password for mailbox of user
- SQL Server login credentials

Environmental Requirements

- Installer must be run on each web server hosting Avionté web products
- Domain user with elevated privileges to run the installer

Optional Information

- Path to background check plugin deployment directory
- ADP WOTC authorization company code
- ADP WOTC authorization key
- Desired optional IIS sub-directory/application to install the web services into
- Path to vertex database files

Installation Process

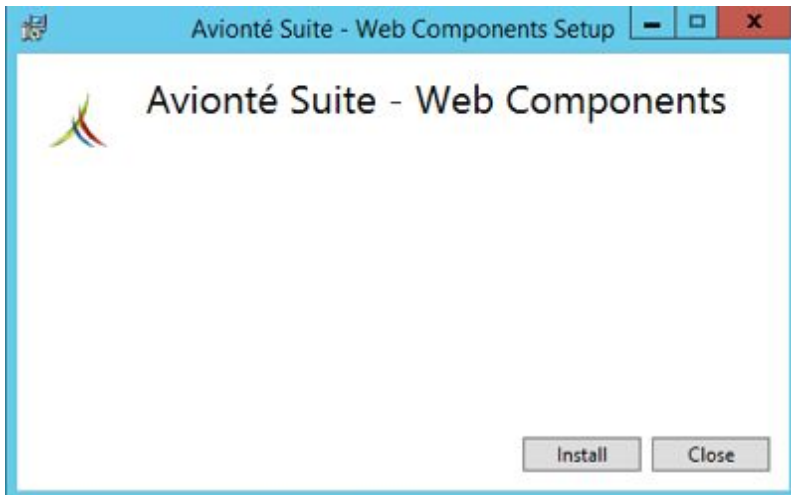
Download Web Services Installer

Download the *Avionte.Suite.Installer.Service.Bootstrapper.exe* to the local drive. The *Avionte.Suite.Installer.Service.Bootstrapper.exe* is located on the Avionté FTP server in the */upgrade/installers* directory.

FTP server credentials are provided by the Avionté Project Manager or Client Manager.

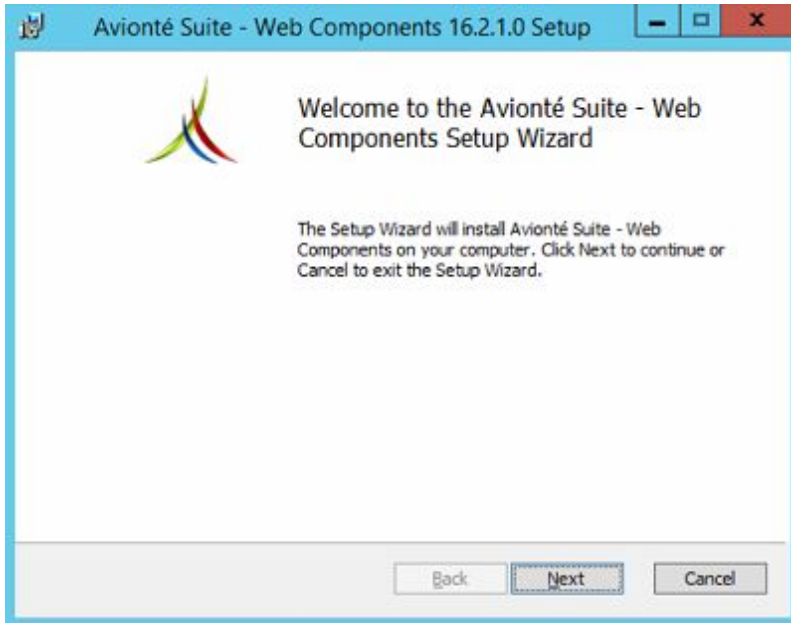
Run Installer

1. Run *Avionte.Suite.Installer.Service.Bootstrapper.exe*.
2. Click **Install** the Avionté Suite - Web Components screen to begin the Web Components Setup.

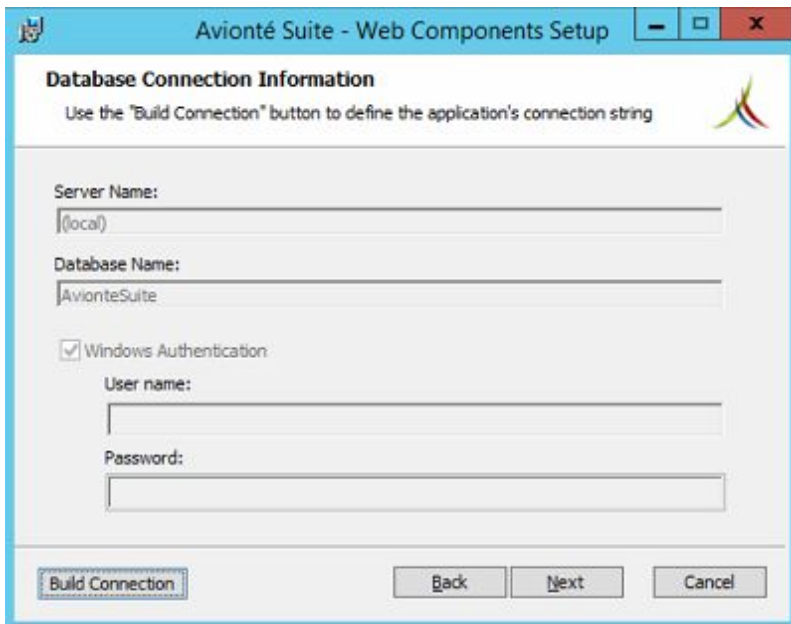


This opens the Web Components Setup Wizard.

3. Click **Next**.
4. Enter the desired installation location for the web components. The default location of *C:Program Files (x86)Avionte* is recommended.



5. Click **Next**. This opens the Database Connection Information screen.



6. Click **Build Connection**. The *Connection Properties* window will appear.

The screenshot shows the 'Connection Properties' dialog box. The 'Data source' field is set to 'Microsoft SQL Server (SqlClient)'. The 'Server name' dropdown is set to '(local)'. Under 'Log on to the server', 'Use Windows Authentication' is selected. The 'Connect to a database' section shows 'AvionteSuite' selected in the dropdown menu. The 'Test Connection' and 'OK' buttons are visible at the bottom.

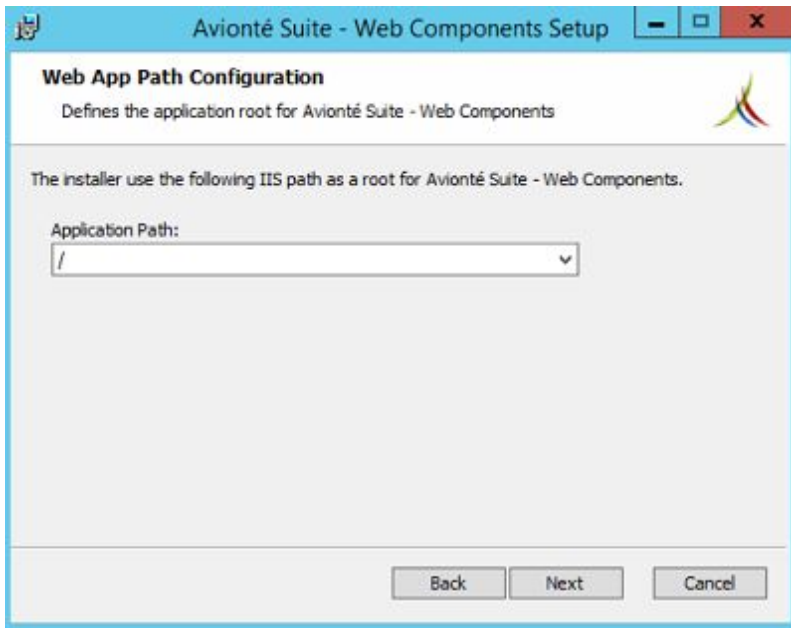
7. In the *Connections Properties* window, enter the name of the target SQL Server or select it from the drop-down menu.
8. Determine the method of logging into the SQL Server. The user account specified here must have access to the SQL Server, 'db_owner' permissions to the Avionté database, and the ability to connect to other resources on your network.
9. In the *Select or enter a database name:* field, enter the name of the Avionté Suite database or click on the drop-down menu and select it.
10. Click **Test Connection** to verify the settings.
11. If the connection test was successful, click **OK** to dismiss the *Test Results* confirmation dialog.
12. Click **OK** in the *Connections Properties* window to save the connection settings and dismiss the window.

13. Click **Next** in the Database Connection Information window.

14. In the *Site Configuration* screen, select **Avionté** from the *Site:* drop-down menu.

15. Click **Next**.

16. In the *Web App Path Configuration* screen, enter the desired location that the web services will be installed to.



17. Click **Next**.

18. In the *Web Service Configuration* screen, enter the requested information to configure the web services for use. The Portal and Onboarding credentials are populated with the default accounts. Verify these credentials to make certain that they are correct.

Avionté Web Services Setup

Web Service Configuration

Configures each of the web services for use.

The installer will configure the relevant web services with the relevant entries made here.

Basic Settings

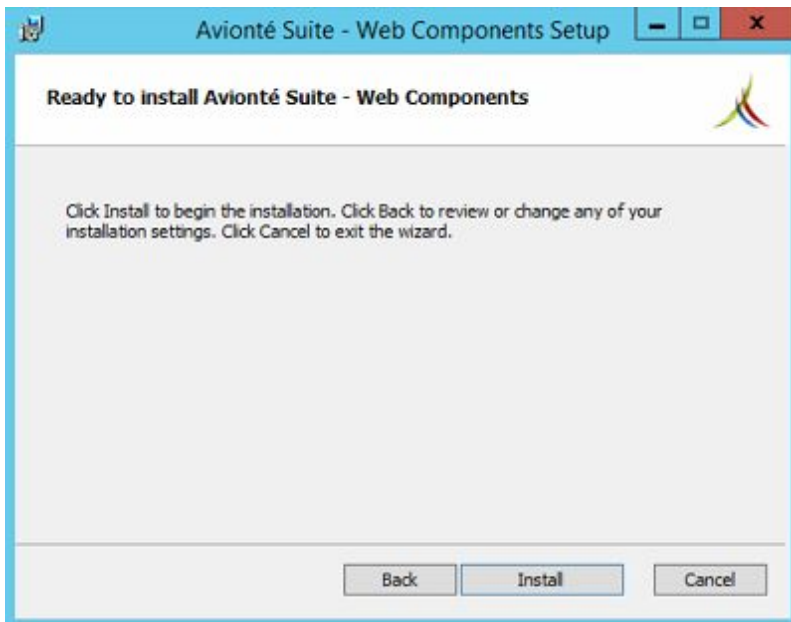
Portal Username: avionteweb	Onboarding Username: resourcesite	WOTC Company ID:
Portal Password: 	Onboarding Password: 	WOTC Auth Token:
Vertex Database Folder Path: C:\Vertex\db400	...	Portal Company ID: ABC
Plugin Folder Path: \\fs\Avionte\Plugins\BackgroundCheck	...	

Mail Settings

Mail Server Hostname: example.com	Mail Server Port: 25	Use SSL? <input checked="" type="checkbox"/>
Mail Server Username: test@example.com		
Mail Server Password: 		

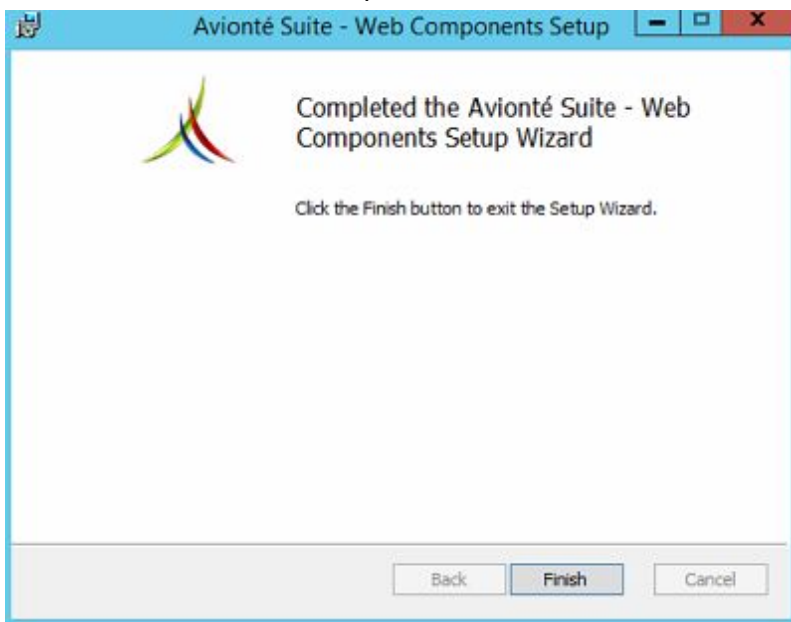
Back Next Cancel

19. Click **Next** to save the settings and advance to the next screen.



20. Click **Install** to begin the installation.

21. When the installation is complete, click **Finish** to exit the installer.



Troubleshooting

For troubleshooting purposes, the installation log is located at `%ProgramData %Avionte InstallerLogsServiceInstaller -mmddyyyy.log`.

