



Scribe Insight Installation Guide

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1. Scribe Installation Overview

Before you install Scribe, you should have an understanding of the components you will be installing, as well as an overview of the installation process.

Scribe Component Overview

Scribe consists of several components, most of which will reside on your Scribe server.

The Scribe server does not need to be a dedicated computer. You can install Scribe on your application server or database server; however, optimal performance is typically realized by installing Scribe server components on a dedicated computer. The non-server components can be installed on any workstation that meets the system requirements for that component.

Scribe Components

There are four main components included in the Scribe installation:

- **Scribe Internal Database** – The Scribe Internal database (SCRIBEINTERNAL) is a Microsoft SQL Server database used by all other Scribe components. The database contains settings, process execution history, error logs, and other Scribe-related data. If your site does not have SQL Server you can optionally install Microsoft SQL Server Express as part of the Scribe installation process.
- **Scribe Insight server** – The Scribe server uses Windows services to provide automated integration processes and system monitoring. The Scribe Insight server also includes Scribe Workbench and Scribe Console components.
- **Scribe Workbench** – The Scribe Workbench provides a rich graphical environment in which data mappings can be designed, tested and manually run. These data mappings can be saved as data translation specification (.dts) files, which are the fundamental building blocks of Scribe processes.

After installing and configuring the Scribe server, you can install the Scribe Workstation, which includes the Scribe Console and Workbench, on any workstation on your network. For information about installing Scribe Workstation, see [Section 5 "Installing Scribe Workstation."](#)

- **Scribe Console** – The Scribe Console is a Microsoft Management Console (MMC) - based application that provides a user interface for configuring and managing automated integration processes on the Scribe Insight server. You can install the Scribe Console and Workbench independently from the rest of the product (as the Scribe Workstation), and configure it to connect to a Scribe server on your network or over the Internet.

Additional Scribe Software

You can optionally install the following software:

- **Scribe adapters** – Scribe adapters provide an interface to a specific application or technology. Scribe has a full suite of adapters for the leading front office and back office applications. The adapters are included as part of the Scribe installation.
See the Help for each adapter for more information about installing and using Scribe adapters in your particular environment. For more information, see the Scribe Help Library at <http://www.scribesoft.com/help>.
- **Console SOAP Interface** – The Scribe Console SOAP Interface allows a Scribe Console to access the Scribe server over the Internet.
Install the Scribe Console SOAP Interface on a Scribe server running IIS 6.0 before configuring the Scribe Console connection over the Internet.
- **Scribe templates** – Scribe Software provides a suite of free templates that can be used as a starting point to develop your integration or migration. The templates can be configured from the Scribe Console to meet the requirements of your specific integration or migration project.

Note that the Scribe templates are provided without charge on an as-is basis.

2. Installation Prerequisites

Before you begin installing and configuring the Scribe components, you need to make sure that your environment is complete and correctly configured.

Scribe products run on most modern Windows-based computers. Additional internal memory, faster processors, and larger hard drives can improve response times.

Supported Operating Systems

- Windows 2008 Server Enterprise and Standard Editions R2 (x64)
- Windows 2008 Server Enterprise and Standard Editions (x32 and x64) with Service Pack 2
- Windows 7 Enterprise Edition (x32 and x64)

Minimum Hardware Requirements

While Scribe Software does not require that the Scribe server be on a dedicated computer, installing the Scribe server components on a separate, dedicated computer can greatly improve performance. However, if necessary, you can install Scribe on your application server or database server.

Minimum hardware requirements are:

- 32-bit processor – 1 GHz (or greater)
- 64-bit processor – 2.4 GHz (or greater)
- 1 GB of system memory is required, 3GB is recommended

Microsoft Windows Components

- Microsoft.NET Framework 4.0 or later (the Scribe installer provides you with an option for installing Microsoft .NET Framework 4 if it is not already installed)
- Microsoft IIS 6.0 – if using remote connectivity to the Scribe server via the Console SOAP Interface with Windows 2003 R2
- IIS 7 with IIS 6 Management Compatibility Mode may be required depending on the Scribe server Operating System version and installed components
- Microsoft Message Queuing Service (MSMQ) – if using message queuing or Scribe publishers

Database Requirements

- Microsoft SQL Server 2012: Enterprise, Standard, and Express
- Microsoft SQL Server 2008 R2: Enterprise and Standard
- Microsoft SQL Server 2008: Enterprise and Standard

For Scribe products, the SCRIBEINTERNAL database is supported only on Latin_General collation orders (either case-sensitive or non-case-sensitive).

Microsoft User Account Control Issues

Local administrator rights are required to install Scribe. Check your group membership carefully to ensure that the user you are logged on as has administrator rights.

If the Microsoft User Account Control (UAC) feature is available on the Windows operating system at your site, it may prevent you from having all of the necessary privileges to install or run Scribe. To ensure that Scribe works correctly in your environment, disable UAC before installing or running any Scribe products.

Permissions Required to Run Scribe Insight

As noted above, local administrator permissions are required to install Scribe products. However, to run Scribe as a domain user, there are also certain Windows user permissions required.

This section describes the domain user permissions required to run Scribe. How you access Windows Component Services and Computer Management depends on your Microsoft Windows environment. In addition, because Scribe runs in multiple Windows environments, some fields, dialogs, and components may have different names than described here.

Setting permissions for all users or groups

Set the following permissions for each user or group:

- Grant "Full Control" to the Scribe registry key:
 - **For 32-bit computers** - HKEY_LOCAL_MACHINE\SOFTWARE\Scribe registry key.
 - **For 64-bit computers** - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Scribe registry key.

Note: Editing the registry can have system-wide impact. If you are not familiar with the registry, the role it plays and how to edit and manage it, review the Microsoft Knowledge Base for Best Practices or work with your IT department to manage changes to the registry.

- Grant "Full Control" to the %SCRIBE% installation folder and sub-folders. By default, Scribe is installed to %Program Files%\Scribe\.

Domain users who will be running Scribe Services need:

- Permission to launch and access Scribe Services
- Full access to the Scribe message queues

Providing permission to launch and access Scribe services

As part of the installation process, five Scribe services are installed:

- Scribe AdminServer
- Scribe BridgeServer
- Scribe EventManager

- Scribe MessageServer
- Scribe MonitorServer

In Windows Component Services, you need to ensure that each domain user has permission to launch and access the Scribe services. To provide access and launch permission for Scribe Services:

1. Start Windows Component Services.
2. Under Computers>My Computer, click on DCOM Config to open it.
3. For each Scribe service as well as for MessageProcessor, right-click on the Scribe service (Scribe AdminServer, for example) and select Properties.
4. Open the Security tab.
 - a. Under **Launch and Activation Permissions**, click **Customize**:
 1. Click **Edit to open the Launch and Activation Permission dialog box**.
 2. **Click Add, and add the domain user**.
 3. Under **Permissions**, select **Allow** for **Local Launch** and **Local Activation**.
 4. Click **OK to save your changes and close the Launch and Activation Permission dialog box**.
 - b. Under Access Permissions, click **Customize**:
 1. Click **Edit to open the Access Permissions dialog box**.
 2. Click Add and add the domain user.
 3. Under **Permissions**, select **Allow** for **Local Access**.
 4. Click **OK to save your changes and close the Access Permissions dialog box**.
5. Repeat steps 3 and 4 for each Scribe service and for MessageProcessor.
6. When you are done, exit Component Services.

Providing full access to the Scribe message queues.

Under Windows Computer Management, you need to provide access to Scribe message queues and, depending on your installation, other message queues used by Scribe, as follows:

1. Start Computer Management.
2. In the Computer Management tree, browse to the **Private** (or **Private Queues**) node (*Computer Management>Services and Applications >Message Queuing>Private Queues*).
3. From the Private Queues node, right-click on **scribdeadmessage** and select **Properties** to open the Properties dialog box.
4. From the Properties dialog box:
 - a. Select the Security tab.
 - b. Click **Add**, and add the domain user.
 - c. Under Permissions for the domain user, click **Allow Full Control**.

- d. Click **OK** to save your changes and close the Properties dialog box.
5. Repeat steps 3 and 4 for:
 - ScribeIn queue
 - ScribeRetry queue
 - Any other queues used by Scribe (such as Publisher queues for Microsoft Dynamics CRM or Microsoft Dynamics NAV adapters).
6. When you are done, close Computer Management.
7. Restart Message Queuing service and the Scribe Services.

Other required privileges

If the domain user will be using one of the following adapters, you need to grant "Full Control" to the "Windows\Temp" folder:

- Microsoft Dynamics CRM
- Salesforce.com
- Web Services

If your site uses Windows Authentication, you need to set up the domain user as a principal in Microsoft SQL Server with access to the Scribe Internal database. This user must have alter, delete, execute, insert, select and update privileges.

Selecting and Preparing an Authentication Method

Before you install Scribe and create the Scribe Internal database, decide whether your site will use SQL Server Authentication or Windows Authentication, and prepare your site to use the selected method.

Installing Scribe with SQL Server Authentication

For information about installing the Scribe Internal database using SQL Server authentication, see "[Setting up the Scribe Database.](#)" For SQL Server authentication, you will need the following users:

- A Windows user that is the local administrator
- The user name and password of the SQL Server SA user

Installing Scribe with Windows Authentication

For information about installing with Windows Authentication, see Section 8 "[Installing Scribe with Windows Authentication.](#)" To install Scribe with Windows authentication, you will need the following users

- A Windows user that is the local administrator
- The name and password of a Windows account that has database create and modify privileges on SQL Server
- The name and password of a Windows principal with datareader and datawriter access

Notes:

If you are installing Insight with any edition of Microsoft SQL Server 2012, you must edit the properties of the Scribe services to log on as a principal with proper rights, as described in Section 8 "[Installing Scribe with Windows Authentication](#)."

If you are upgrading from a previous release and want to change from SQL Server Authentication to Windows Authentication, see the [Scribe Online Help](#) for more information.

The SCRIBEINTERNAL database is supported only on Latin_General collation orders (either case-sensitive or non case-sensitive).

Console SOAP Interface

If your site is planning to use the Console SOAP Interface to allow Scribe Console users to access the Scribe Insight server over the Internet, you will need the LAN or WAN, IP address, URL or computer name for each computer that will access Scribe using this interface.

Note: The Console SOAP Interface is only supported for Windows Server 2003 R2 with IIS 6. In addition, the Console SOAP Interface must be the only application that uses the Default Application Pool.

Scribe suggests that, if needed, your site use an RDP (Remote Desktop Protocol) utility to connect to the Scribe Console.

Failover Requirements

The Scribe Failover feature is only available with Scribe Professional and Enterprise licenses.

Before you install Scribe in a failover environment, ensure that the Microsoft Cluster Server is installed and configured properly. Scribe Failover is available for Microsoft Server 2008 R2. See the Microsoft Clustering Services documentation for detailed instructions. For information about installing Scribe in a failover environment, see Section 9, "[Configuring a Two-Node Scribe Insight Server Failover Cluster](#)."

Note: To run Scribe in a failover environment, Windows Authentication for SQL Server is required.

When you install Scribe on the active node, you will create a Scribe Internal Database. To do so, you will need the username and password of a Windows account that has database create privileges.

In addition, you need the name of the Windows principal that the Cluster Service is running as. This user must have datareader and datawriter privileges and will need to be added to the Scribe Console Users group, the Scribe Console Admins group, and the Scribe Internal database.

3. Installing Scribe Insight Server

Downloading Scribe Software

Before installing Scribe, make sure you are logged in as a user with local administrator privileges. Local administrator privileges are required for many of the installation and configuration steps.

1. Make sure the prerequisites have been met:
 - You have appropriate hardware and software
 - For any login accounts to be used with Scribe, you know the login names and passwords
 - You know which authentication method your site will use for SQL Server
 - You have any required serial numbers
 - If you are installing Scribe in a Windows environment that supports UAC, disable UAC
2. Navigate to the Scribe Product Downloads page (<http://community.scribesoft.com/downloads>), and select the correct installer for your software (32- or 64-bit).
3. When the download completes, run the self-extractor to unzip the installer files.
4. This creates a directory that contains the installer files. The directory is called ScribeInsight, followed by the release number and the processor speed; for example: ScribeInsight760_x64.
5. Open the directory and run **Setup.exe** to start installing Scribe components.

Installing Scribe Insight Server Prerequisites

When you run **Setup.exe**, the **Scribe Insight Setup** window opens. The window displays information about Microsoft components required to run Scribe. If there are required components that you do not have installed, you have the option of installing them.

Alternatively, you can install missing components yourself. To do so, exit out of the Scribe Insight Setup window, install the necessary components, and then restart the setup procedure.

The components are:

- **Microsoft Windows Installer 3.1** – Allows Scribe to install the Insight Server. If the Microsoft Windows Installer is not available, the check box is automatically selected to allow the Scribe Insight Setup Wizard to install it.
- **Microsoft .NET Framework 4.0 or later** – If the correct version of the Microsoft .NET Framework (including any Service Packs) is not installed, the check box is automatically selected to allow the Scribe Insight Setup Wizard to install it.
- **Microsoft SQL Express 2012** – If your site already has Microsoft SQL Server installed, you can use an instance of SQL Server for your Scribe internal database.

If you do not have Microsoft SQL Server, select the check box to install Microsoft SQL Server Express 2012, which is provided as part of the Scribe software package.

In addition to the required components, you can install the current version of Scribe and any adapters from the Scribe Insight Setup window. Note that adapters can be installed (or removed) after installing Scribe.

To learn more about the adapters, see the online help for each adapter at <http://community.scribesoft.com/downloads>.

To install Scribe prerequisites:

1. Select (or clear) the features you want on the **Scribe Insight Setup** window.
2. Click Start Installation.
3. If you are installing the Microsoft Windows Installer, the installation window displays. Follow the instructions and allow the installation to complete.
4. If you are installing Microsoft SQL Server Express, the **Create SQL Express SA Password** window displays. Follow the instructions to create a System Administrator password.

Note: Make sure you create a strong password (as described on the password window). If you do not, the SQL Server Express installation will fail.

Click **OK** to install SQL Server Express.

5. If you are installing the .NET Framework, the Microsoft .NET Framework Setup window displays. Read and accept the License agreement and click **Install**.

When the installation finishes, click **Exit**, and then, if needed, click **Restart Now** to restart your computer.

You are ready to install the Scribe core product.

Installing Scribe Insight Server

To install Scribe Insight:

1. Open the Scribe Insight folder and run **Setup.exe**. The **Scribe Insight Setup** window opens. At this point, both Microsoft Windows Installer and Microsoft .NET Framework are installed and the check boxes for these products will be unavailable. Ignore these check boxes and ensure that the check box for **Microsoft SQL Express** is either cleared (if you did not install Microsoft SQL Express) or checked and unavailable (if you did install it).
2. Make sure that the check box for **Install Insight** is selected. If desired, select **Insight Adapters**.
3. Click **Start Installation**. The Scribe Insight Setup Wizard displays. Click **Next**.
4. Read and accept the terms of the license agreement, and then click **Next**.
5. Select the type of product to install and the installation location. Select **Insight Server** (other options are explained here for your reference).

- **Insight Server** – Installs the Scribe software, including the Scribe Workbench, Scribe Console, and Scribe services.
- **Insight Workstation** – Installs Scribe Workbench and Scribe Console. After installing Insight Server, you can install Insight Workstation on other computers and connect to the Scribe Insight Server. For information about installing Insight Workstation, see Section 5 "[Installing Scribe Workstation.](#)"
- **Console SOAP Interface** – Installs an IIS web site that allows you to remotely manage a Scribe Insight server from a Scribe Workstation using the SOAP interface. Select this option if you are installing Console SOAP Interface on a computer other than the computer where Scribe Insight Server is installed.

If you are installing Console SOAP Interface on the same computer where Scribe Insight server is installed, select it from the **Optional Component Selection** window, which appears after you click **Next**. For information about installing Console SOAP Interface, see Section 6 "[Installing Console SOAP Interface.](#)"

Note: The Console SOAP Interface is only supported for Windows Server 2003 R2 with IIS 6. Scribe suggests that you use an RDP (Remote Desktop Protocol) utility to connect to the Scribe Console.

6. Select **Insight Server**. By default, Scribe is installed in the C:\Program Files\Scribe directory. If desired, click **Change** to change the installation directory location. Specify a new destination folder and click **OK**. Then click **Next**.

The **Optional Component Selection** window displays. Select the Console SOAP Interface if you are planning to use it to connect a workstation to the Scribe Insight server via the Internet. For information about installing Console SOAP Interface, see Section 6 "[Installing Console SOAP Interface.](#)"

If you do not select the Console SOAP Interface, the **Ready to Install the Program** window displays. Click **Install** to begin the installation.

7. Follow the prompts to install the various components. When needed, read and accept the license agreements. When the installation completes, click **Finish** to close the **Setup Wizard Completed** window.

Setting up the Scribe Database

Immediately after the installation completes, the **Scribe Database Setup** window displays.

Notes:

You can install the Scribe Internal Scribe database on any supported SQL Server instance (local or remote) that Scribe Insight can access.

Since this section describes installing Scribe for the first time; Scribe assumes that you do not have an existing Scribe Internal database. For information about connecting to an existing database, see Section 7 "[Updating Your Scribe Products.](#)"

To create the Scribe Internal Database using SQL Server authentication:

1. Select **Create a Scribe Internal database on SQL Server** and then click **Next**.
2. From the Create the Scribe Internal database on SQL Server window, you need to specify:

- Authentication
- Database Information

For information about SQL Server Authentication methods, see the [Scribe Online Help](#).

- If you select SQL Server authentication, enter the password for the SA user that you created when you installed SQL Server Express or the SA password for your SQL Server installation.
 - For information about using Windows authentication, see Section 8 "[Installing Scribe with Windows Authentication](#)."
 - Select the Scribe Instance (Server) from the Database Information dropdown list. The Database Name defaults to SCRIBEINTERNAL.
3. Optionally, click **Database Settings** to display the Internal Database Settings window. If desired, you can change:
 - Data file location
 - Transaction log file location
 - If using SQL Authentication, the password for the SCRIBE user. The default password is **integr8!**. If you change the password for security reasons, make the changes via the Scribe InternalDB.exe utility. Changing the password directly in SQL Server may cause your Scribe Insight server to stop working.
 4. Click **Next** and then click **OK** on the informational message.
 5. The **Create Scribe Sample Database** window displays. Click **Yes** to create a sample database or **No** to continue without creating a sample database.
 - If you choose to create the sample database, the **Create the Scribe Sample Database window** displays. Enter your SA password and click **Next**.
 - Scribe will create the sample database.
 6. Click **Finish** to finish installing Scribe.

If you are not installing adapters at this time, click **Exit** to close the Scribe Insight Setup window.
 7. Before you begin to use Scribe, you need to configure it. The configuration steps are described in Section 4 "[Configuring Scribe Insight](#)."

Installing Adapters

Scribe Adapters are optional programs that allow you to seamlessly integrate data from a number of different sources using Scribe. For detailed information about adapters, see the online help for each adapter. You can find help for all adapters in the [Scribe Help Library](#) at <http://community.scribesoft.com/helplibrary/helplibrary.htm>.

Before you begin

Scribe Software occasionally updates adapters but does not update the Scribe Setup Wizard. To ensure that you have access to the latest adapter releases, check the [Scribe Product Downloads Page](https://openmind.scribesoftware.com/html/downloads) at <https://openmind.scribesoftware.com/html/downloads> to see if the adapters you need are available as a separate download. If there is a more recent release of an adapter, download the Release Notes and the Installer for that adapter as described in [Installing an Adapter from the Scribe Product Downloads Page](#).

Notes:

If you will be installing an adapter from the Downloads Page, you do **not** need to first install that adapter using the Scribe Setup Wizard.

While you can download and view the *Online Help* for each adapter from the Downloads page, it may be easier to view the help from the [Scribe Help Library](#). Any updates to the *Online Help* are also provided with the adapter.

Note for Microsoft Dynamics AX and Microsoft Dynamics NAV users: The Scribe adapters for Microsoft Dynamics AX and Microsoft Dynamics NAV require that you install two components. For information about installing the Adapters for Dynamics AX or Dynamics NAV, see the online help for the adapter, which is available online in the [Scribe Help Library](#).

Using the Scribe Setup Wizard to Install or Uninstall Adapters

To install one or more adapters using the Scribe Setup Wizard:

1. Run **Setup.exe** to open the Scribe Setup Wizard.
2. Select **Insight Adapters**.
 - If are installing adapters as part of your initial installation, the **Adapter Installation** window displays after Scribe is installed.
 - If you are installing adapters after Scribe is installed, select the Adapters checkbox from the Scribe Setup Wizard. When you click **Start Installation**, the **Adapter Installation** window displays.
3. Select the adapter(s) you want to install and click **OK**.
4. Follow the instructions for the Setup Wizard for each adapter. If you are installing multiple adapters, each Setup Wizard will start as soon as the previous installation is finished.
5. When you have finished, click **Exit** to close the Scribe Inisght Setup Wizard.

To uninstall adapters:

1. From the Scribe Setup window, select **Insight Adapters**.and click **Start Installation**.
2. Clear the check box for the adapter you want to uninstall and click OK.
3. A warning displays telling you that the Scribe services must be stopped before you uninstall an adapter. You can choose to:

- Click **OK**. Scribe will automatically stop the services and uninstall the adapter. This method is safe only if you are sure there are no integrations running.
 - Click **Cancel**. Manually stop the Scribe services (from **Administrative Tools | Services**) and pause any integration components. This method is recommended if you are not sure of the integration status.
4. When you have finished, restart the Scribe services.

Installing an Adapter from the Scribe Product Downloads Page

If an adapter has been updated and the Scribe insight Setup Wizard has not been updated with the new adapter, a link to Release Notes and an installer for that adapter will be available on the [Scribe Product Downloads Page](#).

To install an adapter from the Downloads Page:

1. After the Scribe core product is installed, open the [Scribe Product Downloads Page](#). Open and read the Release Notes for the selected adapter.
2. Click on the Installer for the adapter. The File Download dialog box displays.
3. Click **Save**. Save the .msi file to a location on your computer. To ensure that you have a back up copy of the adapter you are using, Scribe suggests that you do **not** save the file to the Adapters directory in the Installation folder.
4. Double-click the saved .msi file to open the installation wizard for the adapter. Follow the directions in the wizard. Scribe installs the new adapter.
5. Click **Finish** to close the adapter's installation wizard.

4. Configuring Scribe Insight

After you install Scribe Insight, there are several steps required before Scribe Insight will run properly. This section describes the registration, setup, and configuration steps.

Registering Scribe

Before you can begin using Scribe, you must register with Scribe. For this step, have your Scribe serial number available.

To register Scribe:

1. As a user with local administrator privileges, click the Scribe Workbench icon on your desktop or select Scribe Workbench from the Start menu.
2. The **Scribe Registration Wizard** displays. You can choose to register either online or offline.
3. Follow the directions in the Scribe Registration Wizard to register your Scribe products.
4. After registering, if the **Check for product updates** checkbox is selected, the Scribe Registraton Wizard automatically checks to ensure that you have the latest releases of all Scribe products.

Note: Scribe suggests that, if this computer has an internet connection, you keep **Check for product updates** selected (the default). This ensures that your Scribe Insight site always has the latest features and fixes.

Managing Access to the Scribe Console

The Scribe Console Users group is a Windows OS group that is created during the Scribe installation and controls access to the Scribe server through the Console. Any user who will use the Scribe Console must be a member of the Scribe Console Users group.

Add all local and network Windows users that you want to have access to the Scribe Console to the Scribe Console Users group.

Notes: The user who you use for the Scribe services log on must be in the Scribe Console Users group and the local administrators group.

Additionally, if your site uses a proxy server, the Scribe services log on account must have access to the internet through the proxy server.

After adding users to the Scribe Console Users group, log off the computer and log back in again.

Managing Security Access in the Scribe Console

The Scribe Console Admins group is a Windows OS domain group that controls access to the Security Settings window of the Administration node. If a user is not a member of

the Scribe Console Admins group, the Security node does not display in that user's Scribe Console tree.

Notes:

The Scribe Console Admins group must be defined as part of the domain user account.

You must have Scribe administrator privileges to create the Scribe Console Admins group, or to add users to this group.

To access the Scribe Console, members of this group must also be members of the Scribe Console Users group.

After adding users to the Scribe Console Admins group, log off the computer and log back in again.

Setting up Site Security

The Scribe Console provides access to the file system, MSMQ Message Queues, and local services. By default, access is not permitted to any of these resources. Access is only granted by exposing the resources on a per item level using the Security node (located under Administration). The Security node is available on the Console that is running as a local connection on the computer that hosts the Scribe Insight server.

Setting File Management Security

File Management security controls access to your local file system for all users and processes. Exposing folders to the Console allows you to perform typical directory browsing as well as moving, renaming, and deleting files and folders.

To set file management security:

1. From the Scribe Console, click on your Scribe Insight Server. Its name will be followed by "(Local)." Expand **Administration**, then click **Security** to display the **Security Settings** window.
2. From the **File Management** tab, select "Provide access to SELECTED folders on this server".
3. From the program location (default is C:\Program Files), select the following folders in the **All Folders** list and add them to the **Console Shared Folders** list:
 - ..\Scribe\Collaborations
 - ..\Scribe\Samples
 - ..\Scribe\Templates
 - ..\Scribe\Tracing
 - Event file locations for any Integration Processes
 - Application path (the location of pre/post programs used in Integration Processes)
 - Any other folders that you wish to share across Collaborations
4. When you have finished, click **Save**.

Notes: The default Application path is \Program Files\Scribe\Utilities. To change the Application path, select the **Integration Servers** node for your server, right-click, and then click **Properties**. The **Integration Server Properties** box displays, from which you can change the path.

When you configure File Management security, if both a UNC and physical path appear in the All Folders dialog box, **always select UNC (Universal Naming Convention)**. For example, if the **All Folders** dialog box opens and both **C:\Temp** and **\\[computer name]\C\Temp**, display, select **\\[computer name]\C\Temp** as the folder path.

When you return to the Console after browsing, only the file name (not the full Collaboration path) displays in the box. This is expected behavior and no action is necessary.

Setting Services Security

Services security controls which services you are allowed to use. When you expose a service to the Console, you can Start, Stop, Pause, Resume, or View the status of the service. Note that the AdminServer service cannot be stopped or started from the **console**.

To set the Scribe Services security:

1. In the **Services tab**, move the five Scribe services from the **All Services** list to the **Shared Services** list:
 - Scribe AdminServer
 - Scribe BridgeServer
 - Scribe EventManager
 - Scribe MessageServer
 - Scribe MonitorServer
2. When you have finished, click **Save**.

Setting Message Queue Security (Optional)

Message Queue security restricts access to queues. The Console includes a queue browser. At a minimum, you need to enable access to the three default queues created during the installation process to allow the queue browser to work. This step is only required if your site is using message queues.

To provide access to the message queues:

3. In the **Message Queues** tab, move the three Scribe queues from the Known Message Queues to the Shared Message Queues:
 - ScribeDeadMessage
 - ScribeIn
 - ScribeRetry
4. When you have finished, click **Save**.

Creating Alert Recipients and Groups

Scribe, by default, is set up to send alerts to members of the DB Admin and System Admin groups. However, for these alerts to be received, you must configure at least one recipient for each group and set up the appropriate e-mail server settings. Create the alert recipients and add them to the groups if you want e-mail notifications sent when there are errors with the processes running on your Scribe Insight server.

The Scribe Insight server generates alerts at four separate levels of severity. These are:

- Critical errors
- Errors
- Warnings
- Info (informational) messages

You need to configure at least one Recipient to be notified for critical errors and errors.

To configure the notification groups:

1. In the Scribe Console, expand the **Administration** node and select **Alert Recipients**
2. Click **Add** to display the **Add Recipient** window.
3. Add the name of the user you want to be notified. In the **Notification** tab of the **Add Recipient** window, enter at least one contact method (e-mail, pager or Net Send) and select which notification types should be sent via this method.

Note: There are four levels of Scribe alerts. Scribe suggests that you send alerts for "critical errors" and "errors" to a real user who will monitor this e-mail address. Check the Alert Log in the console regularly for "warnings" and "info messages". Sending alerts for warnings and info messages may be unnecessary.

4. Click **Apply** to add the recipient.
5. After you create the recipient, open the **Recipient Groups** tab to add this recipient to the DB Admin and System Admin groups.

If you want to send DB Admin and System Admin alerts to separate individuals, create a second recipient and add this recipient to the second group.

Configuring Site Settings

Use Site Settings to set parameters for the entire Scribe server. To open the Site Settings window, select **Site Settings** from the **Administration** node of the Scribe Console.

Changing the Collaboration Root Location

The default location for the Scribe Insight server files is C:\Program Files\Scribe\Collaborations. If you change the default location, Scribe recommends that you:

- Select a location is centrally accessible if you have multiple Scribe workstations
- Use the UNC naming convention
- Be sure this folder will be regularly backed up

To set the collaboration root location:

1. On the **General** tab, change the **Collaborations root** to the Collaboration folder under the Scribe program folder.
2. If using message queuing, verify that the Site Main Queues are correct.
3. Select the Copy system Alerts to the Event Log check box.
4. Click **Save** (in the upper left corner) to save your changes.

Configuring E-mail Settings

Configure e-mail settings for the mail server that will be used to distribute the outgoing alerts. Enter values for each of the enabled fields in **SMTP Configuration (outbound)**. Some fields will be unavailable depending on the **Login Method** you select.

To configure e-mail settings:

1. From the **Site Settings** node, select the **Email Settings** tab and enter the information required in the **SMTP Configuration** section. Note that the information you need depends on the login method selected.
 - **From** – The name that will appear as the sender for alerts.
 - **From address** – The return address that the server will use to send alerts.
 - **SMTP mail server** – The name of the server that will send these alerts.
 - **Account Name** – The SMTP account used to authenticate this email address.
 - **Password** – The password for the SMTP account.

Additionally, you may need to set an authentication method along with a username and password to be used when authenticating.

Note: POP3 configuration is only required if your site uses the E-Mail Bridge feature.

2. Click **Test Send** to verify the SMTP configuration.

The Scribe server sends a test email to the address entered in the **From address** field.
3. In the confirmation dialog, click **OK**, then click **Save**.
4. Open your e-mail program to view the test message.

Setting the Sleep Period

Be sure that the Scribe Internal database files and the Collaboration root folder are backed up regularly. Since most backup operations lock files during the backup process, use the **Sleep Period** tab to specify the time period during which the server will be backed up. During the period, all Integration Processes and Monitors are disabled.

To set the sleep period:

1. On the **Sleep Period** tab, select the **Enable sleep range** check box.
2. Enter **Start Time** and **End Time** for the sleep period.

Note: Start and end times should encompass regular maintenance times.

3. Click **Save**.

Starting the Notification Monitor

On initial setup, the Notification Monitor and all other monitors are **Paused**. The Notification Monitor sends e-mail notifications to the alert recipients.

To start the Notification Monitor:

1. From the General tab of Site Settings, click the **Resume** button.
2. The Notification Monitor is set to **Active** (and the button name changes to **Pause**).

Managing other Monitors

Starting the Monitors

During Scribe server installation, a number of Scribe system monitors are installed. After starting the Notification Monitor, start the individual system monitors.

To start the remaining monitors:

1. Expand the **Integration Server** node and select **Monitoring**.
The system monitors have an owner named System.
2. Select each of the system monitors and click **Resume** (or right click and select **Resume**).

Note: If you receive too much information with all monitors on, you can pause some of the monitors. However, always leave **Fatal Errors Detail** and **Rejected Rows Detail** on.

Adding a ScribeIn Queue Monitor

If your site will use Message Queues, you might want to create an additional ScribeIn Queue monitor. A monitor on the ScribeIn Queue can track that status of messages in the queue. These messages should be picked up and processed by an Integration process within a matter of seconds. For this reason, if there are messages in the ScribeIn queue that are older than an hour, there may be a significant failure which needs to be addressed.

Create the new monitor from **Monitoring** under the **Integration Server** node.

To create the ScribeIn Queue Monitor:

1. From **Monitoring**, click **Add** to create a new monitor.
2. In the **General Settings** tab, select:
 - **Monitor Type** — Queue
 - **Monitor Name** -- ScribeIn Queue Detail
3. Click **Step 2: Source Connection**, then select **Scribe Input Queue**.
4. Click **Step 3: Alert Criteria**. There are two ways to configure the alert criteria. You can choose to:
 - Monitor this queue to detect situations where there are greater than a certain number of messages in the queue. This number depends on the specific

environment for which the integration is being developed. In some cases, this might be 10 messages, in others it could be 100 or even 1000.

- Monitor the queue to detect situations where messages have been in the queue for longer than a specified length of time.

To monitor the queue based on the number of messages in the queue:

- **Message count in queue greater than** and enter **50** (or the number works for your site).

To monitor the queue based on the length of time that messages have been there:

- **Message duration in queue greater than** and select **1 Hour(s)**.

5. In the **Alert Recipients** box, use the browse button to select the **Recipient or Group to Alert**.
6. Click **Step 4: Monitor Interval**. In the Monitoring Interval Settings set the interval to Monitor every 15 minutes.
7. Click **Step 5: Activation**. Select **Status – Active**.
8. Click **Step 6: Alerting**:
 - In **Alert Type**, select **Critical**.
 - In **Alert description**, enter a meaningful description (such as ScribeIn Queue Alert).
 - In **Alert message**, enter a meaningful message.
9. Click **Apply**.

Creating a User for the Scribe Services

After installation, all Scribe services are set to run logged in as Local System account. The system account exposes all local resources but does not allow you to use any resources on other computers on the network.

Scribe suggests that you create a Windows account to be used by the Scribe services. This account can be set up with the necessary access on the local computer and on other computers on the network. After you create this account, change the properties on the Scribe services to log on as this account. This way the Scribe services will operate in the security context of this restricted account.

If the Scribe processes need access to remote file servers or a network system (if, for example, the collaboration root or event files are located on another server), you will need to setup a specific user account that has access to the remote files and run the Scribe services under this user.

5. Installing Scribe Workstation

Scribe Workstation allows you to install the Scribe Console and Scribe Workbench on a workstation that can connect to the Scribe server.

To install Scribe Workstation:

1. Make sure that any prerequisites, as described in "[Installation Prerequisites](#)" on page 3, have been met.
2. Open the Scribe folder and click **Setup.exe** to open the **Scribe Insight Setup Wizard**. Click **Next**.
3. Read and accept the terms of the license agreement, and then click **Next**.
The **Scribe Insight Setup Wizard** displays. This window allows you to select the products you want to install and the installation location.
4. From the Product Selection and Destination window, select Insight Workstation. If desired, select **Insight Adapters**. Click **Next**.
5. At the Optional Component Selection window, leave the Console SOAP Interface checkbox cleared. Select **No** and click **Start Installation**. Click **Next**.
6. Read and accept the terms of the license agreement, and then click **Next**.
7. The **Ready to Install the Program** window displays. Click **Install** to begin the installation.
8. Follow the prompts to install the various components. When needed, read and accept the license agreements. When the installation completes, click **Finish** to close the **Scribe Insight Setup Wizard**.

To connect to the Scribe Database:

1. From the **Scribe Database Setup Wizard**, select **Connect to an existing Scribe Internal database on SQL Server**, and then click **Next**.
2. Enter the database server and database name that you used when creating the Scribe Internal database.
Select the authentication mode for SQL Server as described in "[Selecting and Preparing an Authentication Method](#)." If you are using SQL Server authentication, use the default.
3. To validate that the connection to the database is live, click **Test Connection**.
4. Click **Next** and then click **OK** on the informational message.
5. Click **Finish** to finish the Scribe Workstation installation.

If you are not installing adapters at this time, click **Exit** to close the **Scribe Insight Setup Wizard**. For information about installing adapters, see "[Installing Adapters](#)." Note that you need to install the same adapters on the Scribe Server and Workstation.

6. Installing Console SOAP Interface

A Scribe server can be controlled by a remote Scribe Console across the Internet using either an RDP (Remote Desktop Protocol) utility or the Console SOAP Interface.

Note: The Console SOAP Interface is only supported for Windows Server 2003 R2 with IIS 6. In addition, the Console SOAP Interface must be the only application on a computer that uses the Microsoft Default Application Pool.

Scribe support for Windows Server 2003 R2 and the Console SOAP Interface will be ending in the near future. Scribe suggests that, if needed, your site switch to use an RDP utility to connect to the Scribe Console.

If you intend to use this feature, select an IIS Web server for hosting the required Scribe Web site that provides the access. You can locate this Web site on an IIS Web server on the same computer where Scribe is installed, or you can use any other computer that can access the Scribe server using a network connection.

When using the Console SOAP interface, manage security for the Console with the IIS security settings on the Web site that provides the access.

Note: For security purposes, you cannot change file security, services security, or message queue security on a Scribe server from a remote Console.

Selecting the Web Server

The first step in activating Web service support is selecting the IIS server to host the Web site you need to provide the access. This computer can be either the same computer where Scribe server is installed, or it can be another computer that can access the Scribe server via a network connection:

- If you want to provide internal-only Console access to the Scribe server, then select an IIS server that is only available from within your firewall.
- If you need Console access to the Scribe server from outside of the firewall, then you must select an IIS server that is available outside the firewall.

Note: Only IIS 6 is supported. IIS 7 does not support the Console SOAP Interface.

You also can configure a single Web server to provide access for the Console clients both inside and outside of the firewall.

If you are installing the Console SOAP Interface on the same computer where Scribe Server is installed, you must install both options during the same installation session.

To install Console SOAP Interface on the same computer as Scribe Insight Server:

1. In the installation wizard, select Insight Server from the Product Selection and Destination Folder page.

2. Click **Next**.
3. The Optional Component Selections page appears.
4. Select Console SOAP Interface and click **Next**.
5. Continue the installation by following the instructions in "[Installing the Web Server](#)" on page [24](#).

To install Console SOAP Interface on a computer where Scribe Insight Server is not installed:

1. In the installation wizard, select Console SOAP Interface from the Product Selection and Destination Folder page.
2. Click **Next**.
3. The Optional Component Selection page appears with Console SOAP Interface selected.
4. Continue the installation by following the instructions in "[Installing the Web Server](#)."

Installing the Web Server

In the installation wizard, on the Web Server Options page, you can continue the installation of the Web server. The installation can install either or both:

- The files to activate SOAP access to the Console.
- The files to receive XML data via HTTP.

To install the Web Server:

1. In the **Web Server Options** window, enter the following information:
 - **Virtual Directory Name** (default is ScribeAdminServer).
 - Web Application Operating Mode. Choices are:
 - ♦ Standard (ASP Files) – the default
 - ♦ ISAPI Filter – Provides better performance, however, ASP support is provided for cases when ISAPI may not function.
2. Click **Next**.
3. Select how you want to allow access, and enter the appropriate information:
 - Inside your corporate firewall (Internal)
 - Across the firewall (External)
 - Both
4. Click **Next**. The Ready to Install the Program window displays. Click **Install** to begin the installation.
5. Click **Finish** to complete the installation.

Connecting to the Admin Server

If the computer you selected for the Web server is not the same computer where Scribe Insight Server is installed, you must perform an additional step to allow IIS to access the Admin Server component. You accomplish this using the DCOMCNFG utility provided with the operating system.

To connect the Admin Server component:

1. From the command line utility on the Web server computer, type **DCOMCNFG**.

Note: With Microsoft Windows XP, typing DCOMCNFG opens the Component Services MMC Console. From the Component Services MMC Console, select **Component Services**, select **Computers**, select **My Computer**, and then select **DCOM Config**.

2. From the **Applications** list box displayed when DCOMCNFG first opens, select **Scribe Admin Server**.

Note: With Microsoft Windows XP, right-click **Scribe Admin Server**, and from the menu that appears select **Properties**.

3. From the **Location** tab, select or clear the check boxes so that only the **Run Application On the Following Computer** is selected, and then enter or select the computer name of the Insight server.
4. Click **OK**.

Enabling Web Site Security

When using the Web service interface, manage system access with the IIS security settings for the Web site. IIS provides a number of authorization methods:

- **Anonymous:** Anonymous authentication requires no User Name and Password from the Console. A single predefined user account is associated with the Web site, and you need to add that single user account to the **Scribe Console Users** group.
- **Basic:** Basic authentication requires that you enter a valid user name and password of an account that is valid on the IIS computer from the Console. You must add this account to the **Scribe Console Users** group.

Note: Basic authentication sends the user name and password over the wire in plain text, therefore, presenting a security risk.

To limit the security risk of sending plain text user names and passwords across the net, set the account you are using to have no permissions other than being a member of the **Scribe Console Users** group.

- **Digest:** Digest authentication requires Win2K domain controllers.
- **Integrated Windows:** Integrated Windows attempts to authenticate using the client's current user name and password. The **Scribe Console Users** group must contain this account.
- **Certificate:** Certificate authentication is the most secure solution, but is also more work. Using Certificate authentication requires that you obtain a valid Server

Certificate for each installation. This is not a simple process and it may involve some additional costs. Also, each client must obtain a Client Certificate provided by a 3rd party organization (called a certification authority) that can verify the client's identity. You then need to map each Client Certificate to a user account, and the **Scribe Console Users** group must contain this account.

Select and configure the authorization method on the **Directory Security** tab of the properties dialog for the selected virtual directory in the IIS manager. After you select the authorization method, and add any needed users to the **Scribe Console Users** group, you should have Web access to the server.

7. Updating Your Scribe Products

When you install Scribe, an Update application installs to alert you whenever there are new software updates for your installed products. When you receive an alert, be sure to review the related Release Notes for information about whether you should upgrade your site and for details about the upgrade process.

If your Scribe Insight server is connected to the internet, the Scribe update application runs once every 24 hours. If an update is available, the Scribe icon in the Windows notification area is flagged.

Icon	Meaning
	All installed Scribe products are up-to-date.
	One or more Scribe products has an available update.
	Your computer is checking the Scribe product update list.

To view updates:

1. Right-click on the Scribe icon in the Windows notification area and select **Show Available Updates**.

Note: When Scribe detects updates, *Show Available Updates* displays on the right-click menu. After you click the Scribe Update icon, the right-click menu changes to *Check for Updates* until a new update is detected.

2. An OpenMind page listing all of the installed products for your serial number opens in your browser.
3. Note which products have updates available and go to the OpenMind Downloads page to review the Release Notes and installation instructions for any updated products. Remember that administrator privileges are required to install Scribe products.

Note: You can also run the update service manually by right-clicking on the Scribe Update icon () in the Windows notification area and selecting **Check for Updates**.

Disabling the Update Application

If your Scribe Insight server is installed on a computer that is not connected to the internet, you may want to remove the Update application from your Startup menu. If it remains on the Startup menu, the update application will generate an error every time the service runs (once a day).

To disable the update application:

4. If the Scribe icon is visible in the Windows notification area, right-click on the icon and select **Exit** from the menu.
5. From the Windows Start menu, click **All Programs** then click the **Startup** folder.

6. Right-click on the Scribe.UpdateService shortcut and select **Delete**. The Update application still exists, but will no longer start automatically when the computer starts and will not check for updates.

Changing Installed Components

Use the Scribe Insight Setup window to install adapters and other components in addition to installing Scribe. After you install Scribe the first time, you can rerun the setup procedure to add adapters, as described in [Installing Adapters](#) on page [11](#), as well as making other changes to your Scribe installation.

8. Installing Scribe with Windows Authentication

Windows Authentication Overview

Depending on your requirements, you may decide to set up Scribe to use Windows Authentication for controlling access to the Scribe Internal database.

Note: If you are installing Insight with any edition of Microsoft SQL Server 2012, the following procedure is required. For other SQL Server versions, this step may be optional, depending on your implementation.

The basic steps for installing Scribe with Windows Authentication are:

1. Before Installing Scribe, set up a principal in SQL Server that has the proper rights.
2. Log in as that principal and install Scribe.
3. When you create the Scribe Internal database, select Windows authentication.
4. In SQL Server, set up all principals that will be using Scribe.
5. Edit the properties of the Scribe services to log on as a principal with proper rights.

Setting up a Principal with Database Create Privileges

In SQL Server, set up a principal that has the privileges to create a database. You will later log in as this principal when you install Scribe.

Scribe recommends that you use the SQL Server pre-defined role called **dbcreator** for this purpose. See your SQL Server documentation for information about adding Windows users to SQL Server.

Installing Scribe with Windows Authentication

This section describes the steps that differ from installing Scribe with SQL Server authentication.

To install Scribe using Windows Authentication:

1. Log in as the Windows domain user you set up as the principal in SQL Server in the previous steps.
2. Verify that this user is in the local Administrators group on the server where you will install Scribe.
3. Run **Setup.exe** to start the Scribe Insight Installation wizard.
4. Follow the installation steps as described in Section [3 "Installing Scribe Insight Server."](#)
5. When prompted to create the Scribe Internal Database, select **Windows authentication using the network login ID.**

Setting up Principals that will use Scribe

Each time the Workbench or Console are started, they connect to the Scribe Internal database. When using Windows Authentication, you must set up principals in SQL Server for each Windows user who will use Scribe. You must also set up a principal to be used by the Scribe services. These principals are used to authenticate the user and allow them to access the Scribe Internal database.

To add a principal with proper access to the Scribe Internal database:

1. Open SQL Server and make sure that the principal is associated with the Scribe Internal database (SCRIBEINTERNAL).
2. Ensure that the principal has the following permissions to the SCRIBE schema in the Scribe Internal database :
 - Select
 - Insert
 - Update
 - Delete
 - Execute
 - Alter

You can simplify this process by using the SQL Server pre-defined role called **dbowner** for this purpose. Refer to your SQL Server documentation for more information about granting permissions to a schema.

3. Verify that the principal has access to other resources required by Scribe (such as MSMQ, .dts files, and so on).

Editing Scribe Services Properties

The Scribe services allow Scribe to run without requiring that someone actually be logged on to the integration server. When the Scribe services are installed, they are configured to log on as the local system account. When using Windows Authentication, these services must be set up to log on as a Windows principal that has privileges to access the Scribe Internal database.

To edit the properties of the Scribe Services

1. Start the Windows Services applet.
2. Click the **Log On** tab.
3. Edit the properties so that the service logs on as the principal you set up for it.
4. Repeat the process for each of the Scribe services:
 - Scribe AdminServer
 - Scribe BridgeServer
 - Scribe EventManager
 - Scribe MessageServer
 - Scribe MonitorServer

9. Configuring a Two-Node Scribe Insight Server Failover Cluster

When running in Windows Server 2008 R2, Scribe Insight can be configured for high availability using Microsoft Clustering Services. A Scribe Insight Server failover cluster appears as a single Scribe Insight server instance and is configured to access shared MSMQ queues, a shared disk, as well as Scribe services. For more information on configuring a Microsoft Failover Cluster in Windows Server 2008 R2, see the MSDN article, [Creating a Cluster in Windows Server 2008](#).

Installation Steps Overview

This section provides an overview of the steps required to install Scribe in a Windows 2008 R2 failover cluster environment. Each step is described in greater detail in this chapter.

- Install and configure Scribe on Node 1:
 - Log into Node 1 with an account that has appropriate privileges
 - Install Scribe on Node 1:
 - ♦ Create and configure the Scribe Internal Database using Windows Authentication
 - ♦ Copy SQL scripts into the Scribe directory
 - ♦ Configure the Scribe Services account
 - ♦ Add the Scribe Service account and Scribe Console user(s) to the Scribe Console Users Group
 - Log off and log in as a user in the Scribe Console Users Group
 - Register Scribe in Scribe Workbench and then close the Workbench
 - Move the Collaborations folder to the shared Cluster Disk
 - Configure the shared Collaborations folder and MSMQ settings in the Console
 - Change the Scribe Insight server name from the local machine name of Node 1 to the network name of the Scribe cluster instance
 - Re-register Scribe Workbench
- Install and configure Scribe on Node 2:
 - Log in to Node 2 with an account that has appropriate privileges
 - Install Scribe on Node 2:
 - ♦ Connect to the existing Internal Database using Windows Authentication Account
 - ♦ Configure the Scribe Services
 - ♦ Add the Scribe Service account and Scribe Console user(s) to the Scribe Console Users Group
 - Log off and log in as a user in the Scribe Console Users Group

- Configure the Scribe cluster to run Scribe Insight
- With Node 2 as current owner, bring the Scribe cluster online
- With Node 2 as current owner, take the Scribe cluster offline
- Run the failovermove.sql script against the Scribe internal database
- Register Scribe via Scribe Workbench and then close the Workbench
- Bring the Scribe cluster online
- Open the Console and delete the local site and add network site (Client Access Point Network Name)
- Take the Scribe cluster offline
- Move the Scribe cluster and test it:
 - Move the Scribe cluster to Node 1
 - Bring the Scribe cluster online
 - Delete the local site and add a network site (using the network name for the Scribe cluster instance)
 - Test

Prerequisites

This document assumes that you have access to an existing Failover Cluster that has been properly configured and successfully validated using Microsoft's "Validate a Configuration Wizard."

When you install Scribe on Node 1, you will create a Scribe Internal Database. To do so, your logged on user will need `dbcreator` privileges on the SQL Server where the Internal Database will be created during the installation.

Note: Windows Authentication for SQL Server is required for a Scribe Failover Cluster configuration.

You will install Scribe Insight separately on both nodes in the cluster, so be sure that you have the necessary privileges to install on the servers and to configure the cluster to work with Scribe.

Create a Scribe Service domain user account to run Scribe Services; this account requires:

- Local Administrator privileges on both server nodes of the cluster
- Membership in the Scribe Console Users Group (created during installation)

In SQL Server you must be able to grant the `datareader` and `datawriter` privileges on the Scribe Internal Database to the "Scribe Console Users Group" Active Directory group. In addition, you must be a member of the Scribe Console Admins group.

Verify that there are no RDP sessions connected to either server node before installing Scribe Insight. Close any open RDP sessions before deploying Scribe.

In addition to Scribe Services, the Scribe failover cluster requires the following resources:

- Domain account to administer the cluster.
- Two Windows Server 2008 R2 failover cluster nodes.
- Network name for the Scribe failover cluster instance.
- IP address.
- Shared Cluster disk to be used for the Scribe Collaboration folder. Scribe recommends that this be a different disk than the Cluster Quorum disk.
- MSMQ.

Installing and Configuring Scribe on Node 1

Installing Scribe Insight on Node 1

Be sure that Scribe installation paths are identical on both nodes of the cluster.

To install Scribe Insight:

5. Log into Node 1 with an account that has privileges to create the Scribe Internal Database using Windows Authentication.
6. From the Scribe Installation folder, run setup.exe.
7. Follow the directions to ensure that all required components are installed.
8. Once the prerequisites have been met, install Scribe Insight.
9. Do not select anything on the Optional Components window; click **Next**.
10. Click Install on the Ready to Install window to begin the installation.
11. After Scribe Insight has successfully installed, click **Finish**.

Creating and configuring the Scribe Internal Database on Node 1

When the Scribe Insight installation has completed, the Scribe Database Setup window will appear.

To create a new database:

1. From the Scribe Database Setup window, keep the default Create a Scribe Internal Database on SQL Server selected and click **Next**.
2. Select Windows Authentication as the authentication method.
3. Select the Database Instance (SQL Server) Name from the drop-down list or type it in manually.
4. You may keep the default (SCRIBEINTERNAL) or enter your own database name for the Scribe Internal Database. Click **Next**.

Note: If there is an existing SQL user named SCRIBE on the SQL Server, the SCRIBE user's password will be reset to the default integr8!

5. Read the Windows Authentication license agreement. If you accept the agreement, click **Next**.
6. If you want to create a Scribe Sample Database for training and tutorials, click **Yes** to create a Scribe Sample Database; click **No** to continue without creating a Sample Database.
7. Once the database setup has completed, click **Close** to dismiss the Scribe Database Setup window.

Note: You will need to grant the `datareader` and `datawriter` privileges on the Scribe Internal Database to the "Scribe Console Users Group" Active Directory group.

8. If you are not installing adapters at this point, click **Exit** to close the Scribe Setup window. Note that adapters can be installed after the Scribe Insight installation and configuration processes have been completed.

Copying SQL scripts to the Scribe directory

Windows 2008 Failover requires that you move two SQL scripts in the default Scribe directory (`C:\Program Files (x86)\Scribe\`):

- For Scribe 7.0.1 or later, the `ChangeScribeServer.sql` and `FailoverMove.sql` files are located in the `..\Program Files\Scribe\Failover\` directory. Copy these files from this folder into the default Scribe directory.
- For Scribe 7.0.0, download these two SQL scripts from OpenMind on the Scribe Software website to the default Scribe directory:
 - <https://openmind.scribesoftware.com/download/FailoverMove>
 - <https://openmind.scribesoftware.com/download/ChangeScribeServer>

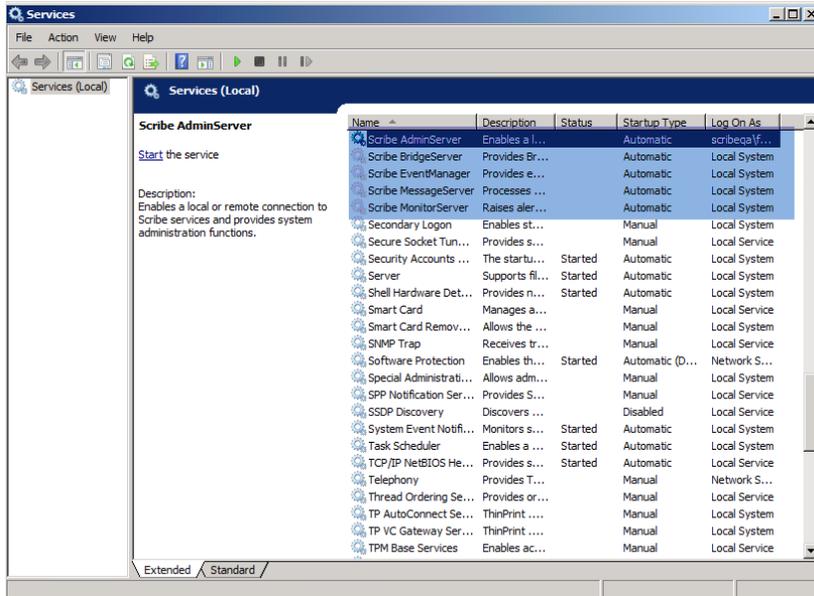
Note: `ChangeScribeServer.sql` already exists in the Scribe directory. When asked if you should overwrite the existing file, click **Yes**.

Configuring Scribe Insight Services

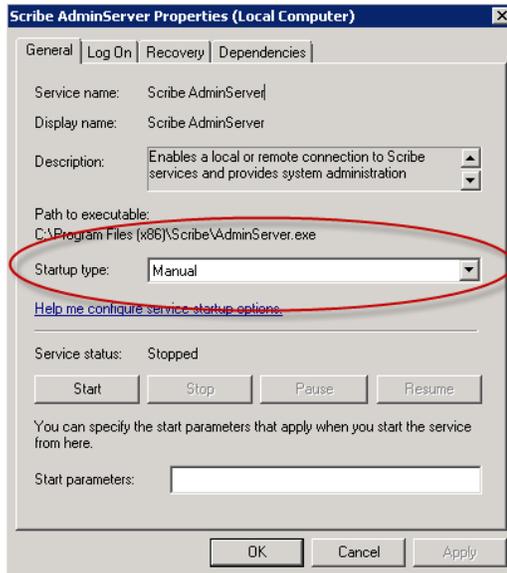
To configure Scribe Services:

1. From the Microsoft Services applet on Node 1, configure each of the five Scribe services. The Scribe Services are:
 - Scribe AdminServer
 - Scribe BridgeServer
 - Scribe EventManager

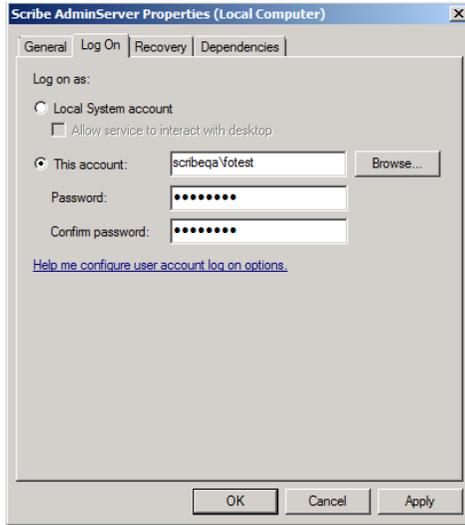
- Scribe MessageServer
- Scribe MonitorServer



2. For each Service, set **Startup Type** to **Manual** on the General tab:



3. Open the **Log On** tab and select **This account**. Enter the name and password of the Scribe Services account. For example:

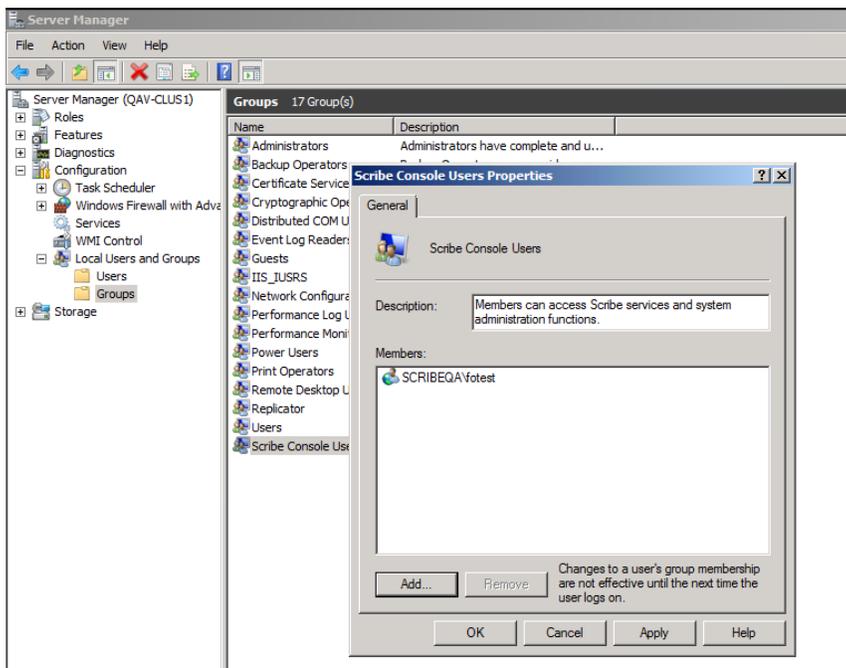


Adding accounts to the Scribe Console Users Group

The next step is to ensure that the Scribe Service account and any other users that require access to the Scribe Console are registered in the Scribe Console Users Group.

To add Windows accounts to the Scribe Console Users Group:

1. Open the Server Manager.
2. Browse to *Configuration > Local Users and Groups > Groups*.
3. Select **Scribe Console Users Group**.
4. Add the Scribe Service account and any other users that will require access to the Scribe Console.



5. Log off and log in to the Node 1 as a user in the Scribe Console Users Group.

Note: The Scribe Services account must also have datareader and datawriter access to the SCRIBEINTERNAL database.

Registering Scribe

To register Scribe on Node 1:

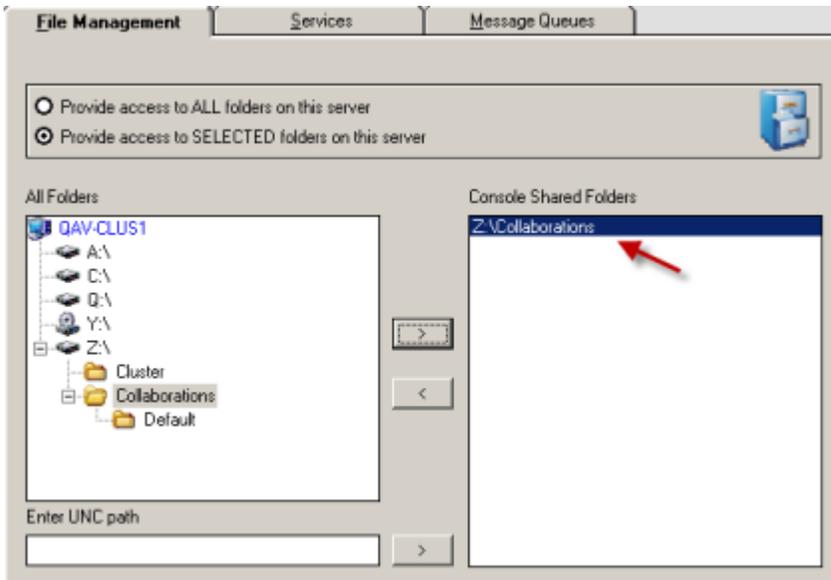
Register Scribe using a Professional or Enterprise license key that supports your clustered failover environment.

1. Open Scribe Workbench and complete the registration wizard.
2. Close Scribe Workbench.

Configuring Settings in Scribe Console

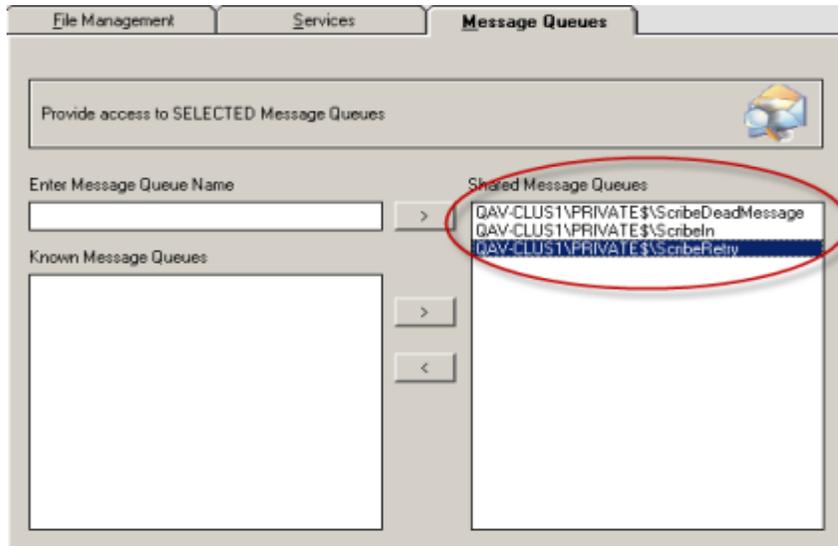
To move and configure the Collaborations folder:

1. The default Collaborations folder is installed under <install dir>:/Scribe. Move the Collaborations folder to a shared drive that is accessible by both nodes in the cluster.
2. Open Scribe Console.
3. Go to the File Management tab of the Security Settings window (*Site Name > Administration > Security*). Move the Collaborations folder to the Console Shared Folders. Click **Save**.

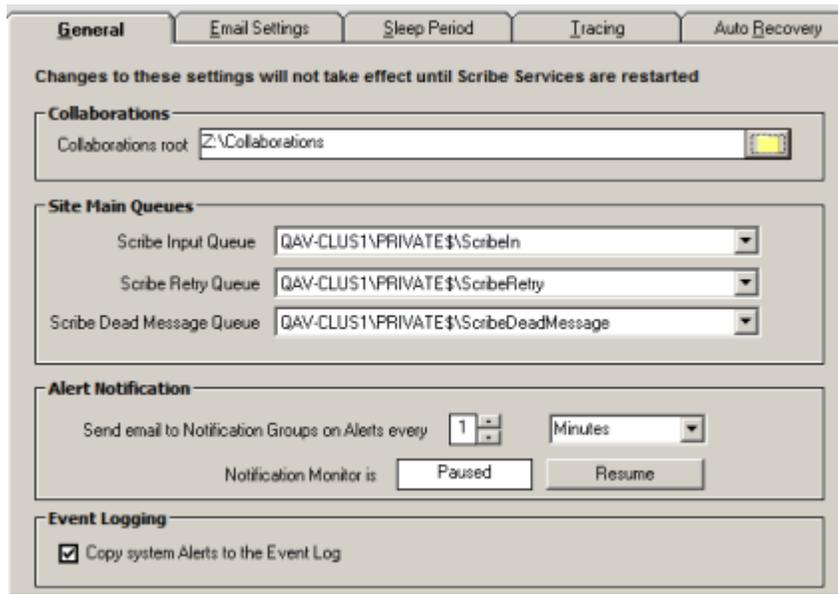


To configure Shared Message Queues:

1. Select the **Message Queues** tab and move the ScribeDeadMessage, ScribeIn and ScribeRetry queues to the Shared Message Queues. Click **Save**.



2. Go to Site Settings (*Site Name* > *Administration* > *Site Settings*) and configure the Collaborations root directory and Site Main Queues. Click **Save**.



3. Close the Console.

To change the Scribe Insight server name from the local node name to the network name for the cluster failover instance:

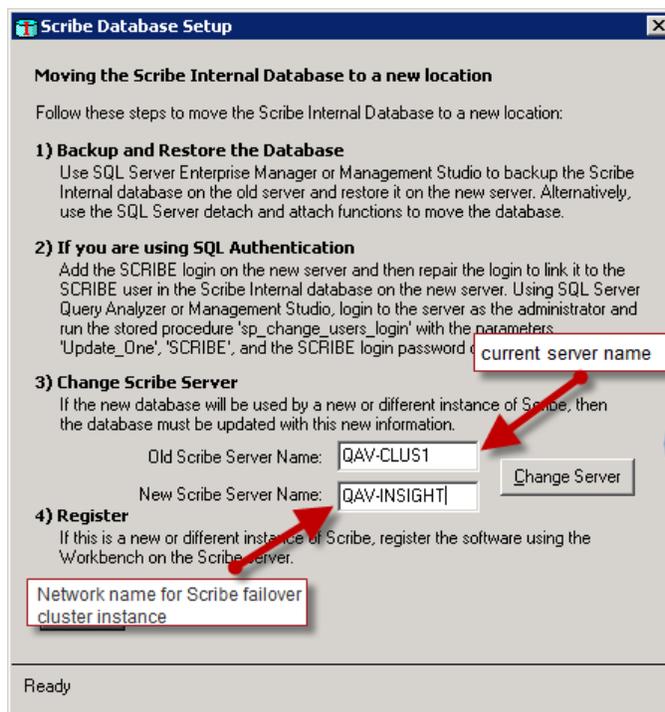
1. Run **InternalDB.exe** from the Scribe installation directory (C:\Program Files (x86)\Scribe\InternalDB.exe).
2. Click the **Internal Database** tab. To validate that the connection to the database is live, click **Test Connection**.

Note: If the **Update Internal Database** button is enabled, click it. After the Internal Database has been upgraded, click **Test Connection** again.

3. Click **Move Internal Database**. Then click **OK** to stop Scribe Services.
4. In the Change Scribe Insight section, make the following changes:
 - a. **Old Scribe Server Name:** The local computer name. Make sure that this name is spelled correctly and typed in all uppercase letters.
 - b. **New Scribe Server:** The Scribe cluster network name that you will define later in the installation process when you create the [Scribe Cluster Network](#).

Note: This name must be in all uppercase letters. Be sure to write down the new Scribe Server name for later use.

- c. Click Change Server.
- d. Click **OK**.
- e. Note that the **New Scribe Server Name** reflects the network name that you will give to the [Scribe failover cluster instance](#). Click **Back** and **OK** to close the dialog box.



Re-register Scribe

You must register Scribe again to use the network name of the Scribe cluster instance.

1. Open Scribe Workbench and complete the registration wizard using your Scribe Professional or Enterprise license key.
2. Close Scribe Workbench.

Installing and Configuring Scribe on Node 2

Installing Scribe Insight on Node 2

Be sure that Scribe installation paths are identical on both nodes of the cluster.

To install Scribe on Node 2:

1. Log into Node 2 with an account that has privileges to connect to the Scribe Internal Database using Windows Authentication.
2. From the Scribe Installation folder, run setup.exe.
3. Follow the directions to ensure that all required components are installed.
4. Once the prerequisites have been met, click **Start Installation**.
5. Do not select anything on the Optional Components window, click **Next**.
6. Click **Install** on the Ready to Install window to begin the installation.
7. After Scribe has installed successfully, click **Finish**.

Connecting to the Scribe Internal Database

After installing Scribe Insight on Node 2, connect Node 2 to the database you created when you set up Node 1.

To connect to the Scribe Internal Database:

1. From the Scribe Database Setup window, select Connect to an existing Scribe Internal Database on SQL Server, and then click **Next**.
2. Enter the **database server** and **database name** that you used when creating the Scribe Internal Database during the installation process on Node 1.
3. Select **Windows Authentication** as the SQL Server authentication mode.
4. To validate that the connection to the database is live, click **Test Connection**.
5. Click **Next** and **Close** to exit the Scribe Database Setup utility

Configuring the Scribe Services account on Node 2

To configure the Scribe Services:

1. From the Microsoft Services applet, configure each of the five Scribe services. The Scribe Services are:
 - Scribe AdminServer
 - Scribe BridgeServer
 - Scribe EventManager
 - Scribe MessageServer
 - Scribe MonitorServer
2. For each Service, set **Startup Type** to **Manual** on the General tab.

3. Open the **Log On** tab and select **This account**. Enter the name and password of the Scribe Services account.

Adding the Scribe Service account to the Scribe Console Users Group on Node 2

Ensure that the Scribe Service Windows account, and any other users that require access to the Scribe Console are registered in the Scribe Console Users Group.

To add the Scribe Service account to the Scribe Console Users Group:

1. Browse to Server Manager > Configuration > Local Users and Groups > Groups.
2. Select Scribe Console Users Group.
3. Add the Scribe Service Windows account and any other users that will require access to the Scribe Console.
4. Log off and log in to the server as a user in the Scribe Console Users Group.

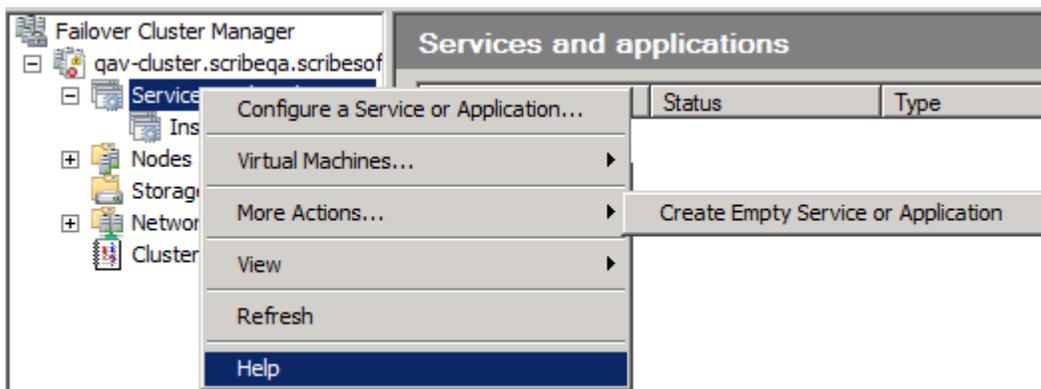
Configuring a Cluster to run Scribe

Add Scribe to a cluster using the Failover Cluster Manager Console. You will need to add:

- A network name for the Scribe failover cluster instance
- A shared disk
- The five Scribe Services
- MSMQ

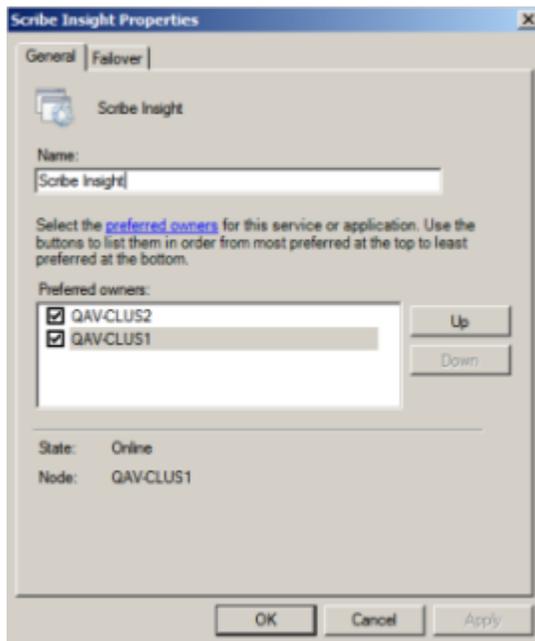
To create and configure the Scribe Insight cluster:

1. Open the Failover Cluster Manager Console (*Start > Administrative Tools > Failover Cluster Manager*).
2. Create a Generic Application (Right-click *Service and Applications > More Actions > Create Empty Service or Application*)

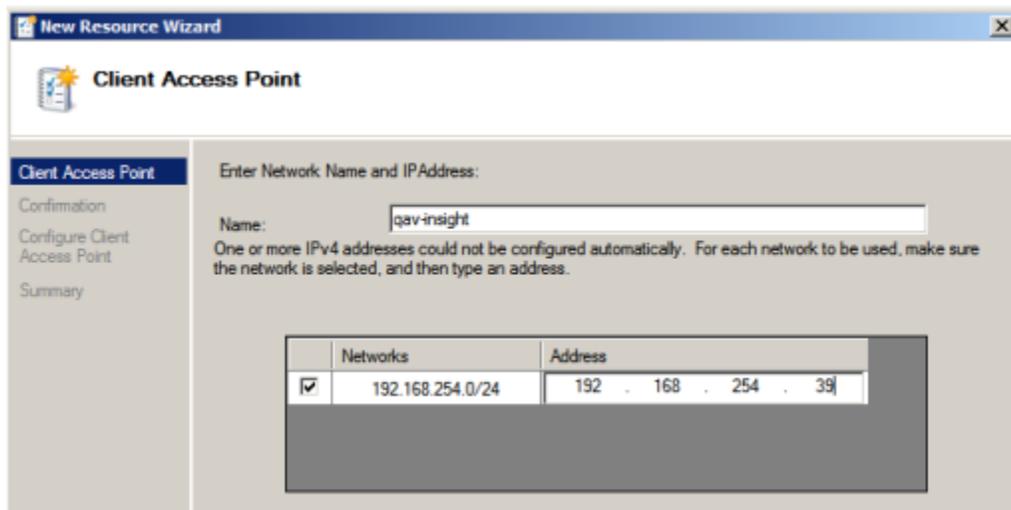


3. Right-click **New service or application** and select **Properties**.

4. On the General tab, change the Name to **Scribe Insight** and select the preferred owner of the cluster, then click **OK**.

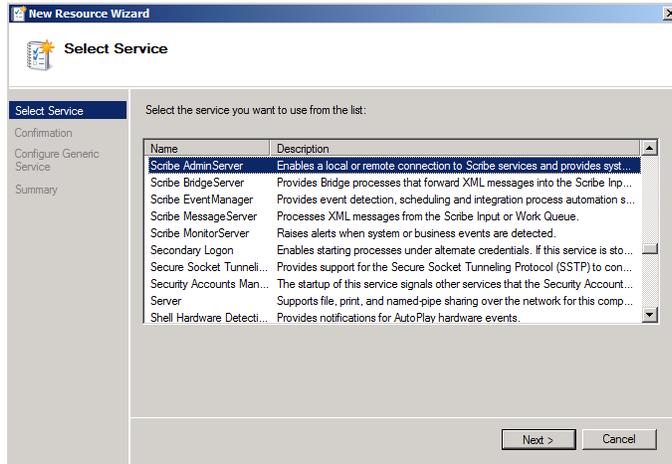


5. From the Failover Cluster Management Console Services and Applications window:
 - a. Right-click on **Scribe Insight** and select *Add a resource > 1 – Client Access Point*.
 - b. Enter a Network Name and IP Address for the Scribe cluster instance. Click **Next**.



- c. From the Services and Applications window, right-click **Scribe Insight** and select *Add a resource > 4 – Generic Service*. Add all five Scribe Services:
 - ◆ Scribe AdminServer
 - ◆ Scribe BridgeServer
 - ◆ Scribe EventManager
 - ◆ Scribe MessageServer

◆ Scribe MonitorServer



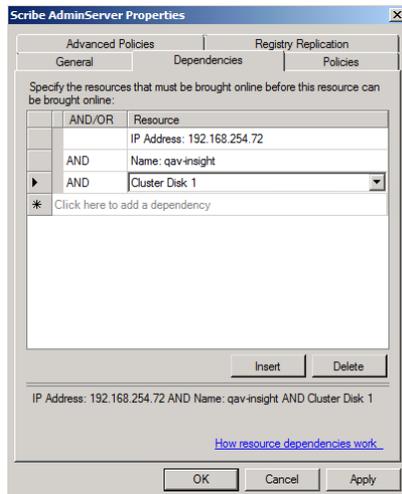
- d. Right-click **Scribe Insight**, click **Add storage** and select the disk(s) to use with the Scribe Failover Cluster.
- e. From the Services and Applications window, right-click **Scribe Insight** and select *Add a resource > More Resources... > 8 – Add Message Queuing*.

Note: Be sure to add the Shared Disk, IP Address and Network Name as dependencies for MSMQ to work properly.

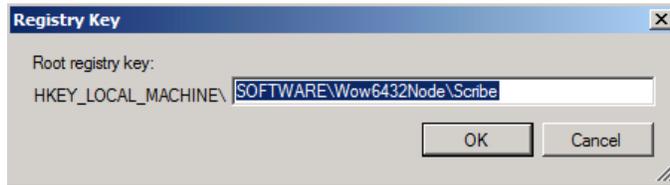
- 6. Right-click and select **Properties** for all "Other Resources" listed for the Scribe Insight Application. Change the Scribe services as follows:

Scribe AdminServer:

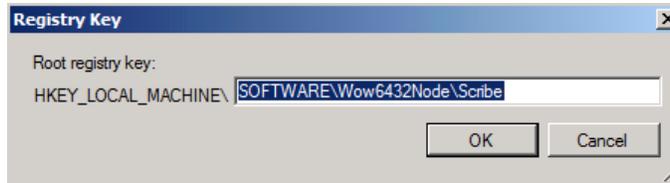
- On the Dependencies tab, add the Shared Disk, IP Address and the Scribe Virtual Server Name, click **Apply**.



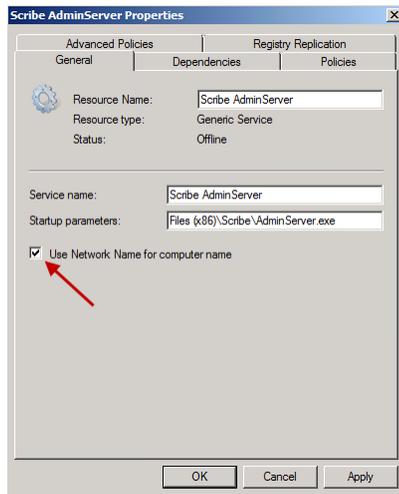
- On the Registry Replication tab, enter the following registry keys:
 - ♦ SOFTWARE\Wow6432Node\ODBC



- ♦ SOFTWARE\Wow6432Node\Scribe



- On the General tab, select the **Use Network Name for computer name** checkbox:



Scribe BridgeServer:

- On the Dependencies tab add the Shared Disk, IP Address, Scribe Virtual Server Name, MSMQ, and Scribe AdminServer, click **Apply**
- On the General tab, select the **Use Network Name for computer name** checkbox

Scribe EventManager

- On the Dependencies tab add the Shared Disk, IP Address, Scribe Virtual Server Name, and Scribe AdminServer, click **Apply**
- On the General tab, select the **Use Network Name for computer name** checkbox

Scribe MessageServer

- On the Dependencies tab, add the Shared Disk, IP Address, Scribe EventManager, Scribe Virtual Server Name, MSMQ, and Scribe AdminServer, click **Apply**

- On the General tab, select the **Use Network Name for computer name** checkbox Scribe MonitorServer

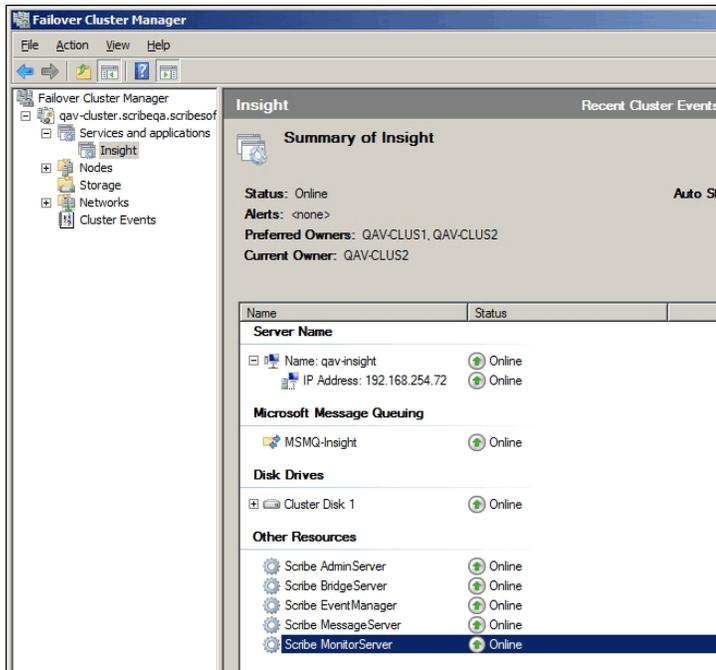
Scribe MonitorServer

- On the Dependencies tab add the Shared Disk, IP Address, Scribe Virtual Server Name, and Scribe AdminServer, click **Apply**
- On the General tab, select the **Use Network Name for computer name** checkbox

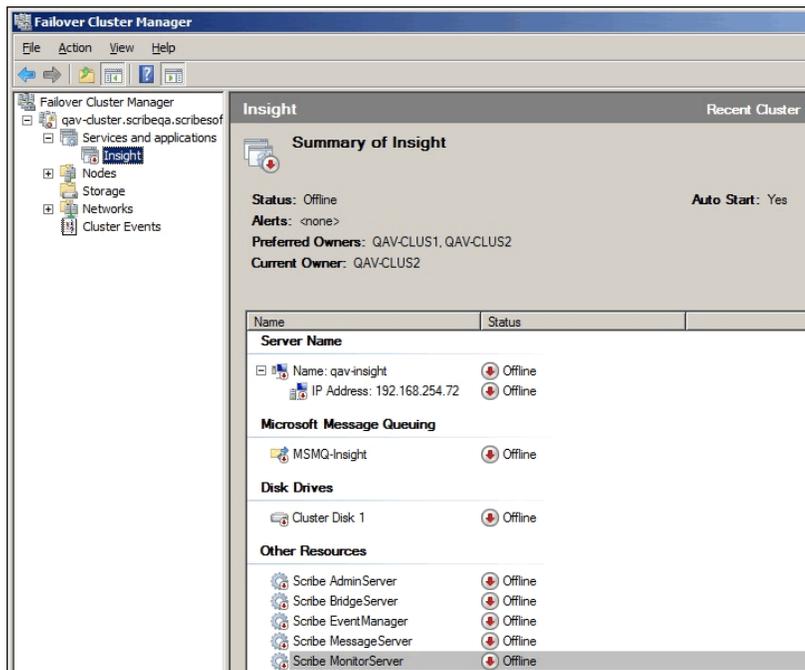
Taking the Scribe Cluster on- and offline

To bring the Scribe cluster online:

1. Make sure that Node 2 is selected as the current owner.
2. On the Failover Cluster Management window, right-click on Scribe Insight Application and click **Bring this service or application online.**



- Right-click on **Scribe Insight** and click **Take this service or application offline**. Confirm the action to **Take Scribe Insight Offline**.



Running the FailoverMove.sql script

To run the FailoverMove.sql script:

- Open SQL Server Management Studio
- Execute the **FailoverMove.sql** script against your Scribe Internal Database.

Registering Scribe on Node 2

Open Scribe Workbench and register Scribe using your Professional or Enterprise license key. Be sure to close Scribe Workbench when you are done.

Adding the network site to Scribe Console for Node 2

Once the Cluster has been established, delete the local site and add a network site pointing to the network name of the Scribe cluster instance.

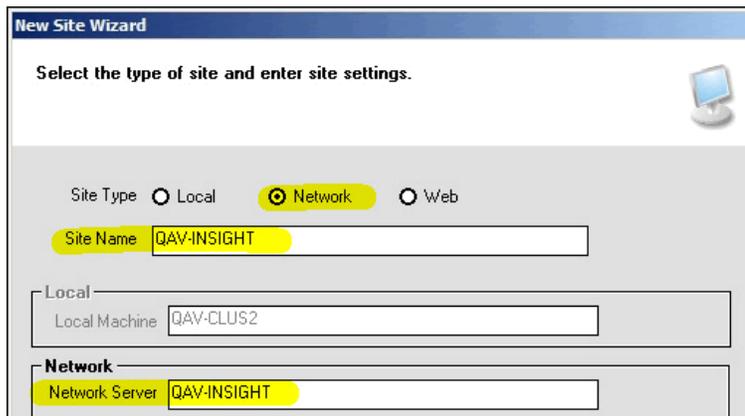
To add the network site to Scribe Console:

- Bring the Scribe Cluster back online.
- From the Scribe Console, right-click on the site name in the Console Root and click **Delete site**.

Note: There may not be a site to delete. If there is no site in the Console Root proceed to the next step.

- Right-click on the Scribe Console icon in the Console Root and click **Add New Site**.

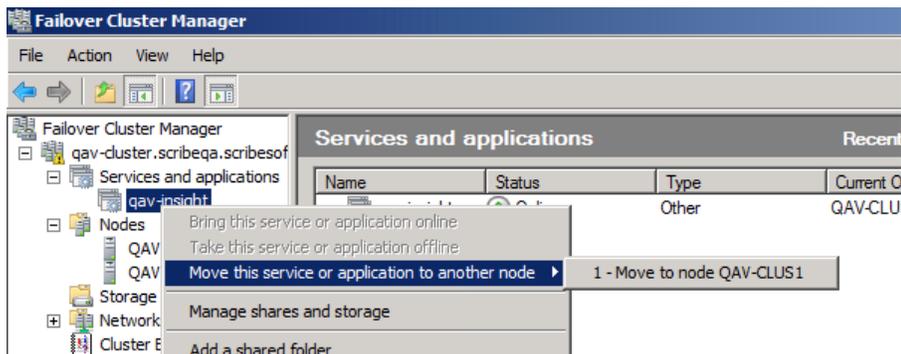
- Use the New Site Wizard to add the new network site . Enter the network name for the Scribe cluster instance in the **Network Server** field.



- When you are done, click **Finish** to close the New Site Wizard.
- Take the Scribe cluster offline.

Moving and Testing the Scribe cluster

- From Failover Cluster Management Console, move the Scribe cluster instance to Node 1.



- Bring the Scribe cluster instance online.
- Delete the local site and add a network site to Node 1:
 - From the Scribe Console, right-click on the site name in the Console Root and click **Delete site**.
 - Right-click on the Scribe Console icon in the Console Root and click **Add New Site**.
 - Use the New Site Wizard to add the new network site using the network name for the Scribe cluster instance. When you are done, click **Finish** to close the New Site Wizard.
- Test the Scribe cluster by creating an integration process in Scribe Console and moving the application from one node to the other. Verify that the process continues to run when the current owner changes.

Upgrading Scribe Insight in a Failover environment

To upgrade Scribe Insight in a Failover environment:

1. Take the Scribe Cluster Service offline as described in [Taking the Scribe Cluster on- and offline](#).
2. Log into Node 1.
3. On Node 1, run the Insight installer for the latest version of Insight as described in [Installing Scribe Insight on Node 1](#). After the installation completes:
 - a. Open Scribe Workbench and re-register as described in [Re-registering Scribe](#)
 - b. Close Scribe Workbench.
4. Log into Node 2 and run the Insight installer on Node 2. When the installation completes, open and then close Scribe Workbench.

Note: Since you registered when installing on Node 1, you should not be requested to register again.

5. Bring the the Scribe Cluster Service back online.

Your Scribe Insight installation is complete.

10. Installation Checklist

This section provides an installation checklist for Scribe using the most common features. This section does not address installing Scribe with the failover feature, installing Scribe Workstation, or installing Scribe under unusual circumstances. For more information, see the remainder of this document or contact your Scribe reseller for more information.

Step	Task	Page	✓
Prepare SQL Server			
1	Determine where the SQL Server database for Scribe will reside.		
2	Check your version of SQL Server and verify its compatibility with Scribe (see the Scribe Release Notes for information about supported versions of SQL Server). If you do not have SQL Server already set up, you can install SQL Server Express Edition that is included with the Scribe installer.	3	
3	Configure the authentication method for SQL Server <ul style="list-style-type: none"> ▪ For SQL Server Authentication ▪ For Windows Authentication 	4 6 29	
Installation Steps			
Install Scribe Software			
1	Download and unzip the Scribe installer. Note: If using Windows authentication, log in as the user you created for this purpose (the Windows domain user that is a SQL Server principal with dbcreate rights.)	8	
2	Run Setup.exe to open the Scribe Insight Setup window.	8	
3	Check for the following prerequisites, and if not installed, install them: <ul style="list-style-type: none"> ▪ Microsoft Windows Installer 3.1 ▪ Microsoft .NET Framework 4.0 ▪ Microsoft SQL Express 2005 (optional) 	8	
4	After installing prerequisites, restart your computer.		
5	Run Setup.exe again and select Install Insight .	9	
6	At the Product Selection and Destination window, select Insight Server .	9	

Step	Task	Page	✓
7	<p>Optional. If your site is running under Windows Server 2003 R2 with IIS 6, you can choose to install the Consol SOAP interface at the Optional Component Selection window:</p> <p>At the Web Server Options window, enter:</p> <ul style="list-style-type: none"> ▪ Virtual Directory Name (default is ScribeAdminServer) ▪ Web Application Operating Mode <p>At the Web Server Configuration window, select the firewall access (internal, external, or both) and the required information.</p>	10	
8	Click Install to install the program and follow the prompts to install the various components. When needed, read and accept the license agreements.		
9	When the Scribe installation completes, click Finish to close the Setup Wizard Completed window.		
Set up the Scribe Database			
1	After Scribe is installed, the Scribe Database Setup window displays.	10	
2	Select the authentication method you configured in the SQL Server preparation step.		
	<p>For SQL Server Authentication:</p> <ul style="list-style-type: none"> ▪ Select SQL Server authentication. ▪ Enter the password for the SA user created when you installed SQL Server Express or the SA password for your SQL Server installation. 	10	
	<p>For Windows Authentication:</p> <p>Select Windows authentication using the network login ID.</p>		
3	<p>Optional. Use Database Settings to change the locations of:</p> <ul style="list-style-type: none"> ▪ Scribe Internal data file ▪ Transaction log file 	11	
4	Optional. Create a Scribe sample database.	11	
Install adapters			
1	<p>If you selected Insight Adapters during the initial installation, the Adapter Installation window displays after the Scribe Internal database has been created.</p> <p>If you chose to install adapters later, run Setup.exe, select Insight Adapters from the Scribe Setup Wizard and then click Start Installation to display the Adapter Installation window.</p>	11	
2	Select the adapter(s) you want to install and click OK .		
3	<p>Follow the instructions in the Setup Wizard for each adapter.</p> <p>If you are installing multiple adapters, each Setup Wizard will start as soon as the previous installation is finished.</p>		

Step	Task	Page	✓
Configuration Steps			
Register Scribe			
1	Have your Scribe serial number available.		
2	Click the Scribe Workbench icon on your desktop to start the Scribe Workbench.	14	
3	Follow the directions in the Scribe Registration Wizard to register your Scribe products.		
Add Users to the Scribe Console Users Group			
1	Add all local and network Windows users that you want to have access to the Scribe Console to the Scribe Console Users group.	14	
2	Log off the computer and log back in again to have the changes to the Scribe Console Users group take effect.		
Create Scribe Console Admins Group and add administrative users			
1	Create the Scribe Admin Users Group (Administrator privileges required).	14	
2	Add any users to the group who require access to the Scribe Console Security Settings node.		
Manage Security Settings			
1	Click the Scribe Console icon on your desktop to start the Scribe Console.	14	
2	From the Scribe Console, expand the Administration node and select Security Settings to open the Security Settings window.	16	
3	From the File Management tab, select "Provide access to SELECTED folders on this server".		
4	From the program location (default is C:\Program Files), select the following folders in the All Folders list and add them to the Console Shared Folders list: Collaborations, Samples, Templates, Tracing, and Utilities . Also consider giving access to these other locations: <ul style="list-style-type: none"> ▪ Event file locations for any Integration Processes ▪ Application path (the location of pre/post programs used in Integration Processes) ▪ Any other folders that you wish to share across Collaborations Click Save to save your changes.		
5	Open the Services tab. Move the five Scribe services from the All Services list to the Shared Services list. Click Save to save your changes.	17	

Step	Task	Page	✓
6	<p>Optional. If your site is using message queues, open the Message Queues tab. Move the three Scribe queues from the Known Message Queues to the Shared Message Queue.</p> <p>Click Save to save your changes.</p>	17	
Configure Notification Groups			
1	From the Scribe Console, expand the Administration node and select Alert Recipients .	17	
2	Click Add to display the Add Recipient window.		
3	Add the name of the user you want to be notified.		
4	<p>In the Notification tab of the Add Recipient window, enter:</p> <ul style="list-style-type: none"> ▪ At least one contact address ▪ The alert types for which to send notification <p>Note: Scribe suggests that you send notifications of critical errors and errors to a real user who will monitor this address.</p> <p>Click Apply to add the recipient.</p>	18	
5	<p>After you create the recipient, click the Recipient Groups tab to add this recipient to the DB Admin and System Admin groups.</p> <p>Note: If you want to send DB Admin and System Admin alerts to separate individuals, create a second recipient and add this recipient to the second group.</p>		
Configure Site Settings			
1	From the Scribe Console, expand the Administration node and select Site Settings .	18	
2	<p>Optional. Change the Collaboration Root Location.</p> <ul style="list-style-type: none"> ▪ On the General tab, change the Collaborations root to the Collaboration folder under the Scribe program folder. ▪ If using message queuing, verify that the Site Main Queues are correct. ▪ Select the Copy system Alerts to the Event Log check box. ▪ Click Save to save your changes. 	18	
3	<p>Configure the e-mail settings for the server that determine the mail server used to distribute the outgoing alerts.</p> <ul style="list-style-type: none"> ▪ Select Email Settings and enter the information required in the SMTP Configuration (outbound) section. ▪ Click Test Send to verify the SMTP configuration. ▪ The Scribe Insight server sends a test email to the address entered in the From address field. ▪ In the confirmation dialog, click OK, then click Save. ▪ Open your e-mail software to view the test message. <p>Note: The information you need to enter depends on the type of SMTP connection selected.</p>	19	

Step	Task	Page	✓
4	<p>Set the sleep period to coincide with backup operations:</p> <ul style="list-style-type: none"> On the Sleep Period tab, select the Enable sleep range check box. Enter Start Time and End Time for the sleep period. Click Save. <p>Note: Start and end times should encompass regular maintenance times.</p>	19	
5	<p>Start the Notification Monitor:</p> <ul style="list-style-type: none"> On the General tab, click the Resume button next to Notification Monitor is. The Notification Monitor is set to Active (and the button name changes to Pause). 	20	
Start the Remaining Monitors			
1	Expand the Integration Server node and select Monitoring .	20	
2	<p>Select each of the system monitors and click Resume.</p> <p>Note: If you receive too much information with all monitors on, you can pause some of the monitors. However, always leave Fatal Errors Detail and Rejected Rows Detail on.</p>		
Create the ScribeIn Queue Monitor (Optional)			
1	<p>If your site uses message queues, create a ScribeIn Queue Monitor.</p> <p>Expand the Integration Server node and select Monitoring.</p>	20	
2	Click Add to create a new monitor.		
3	<p>In the General Settings tab, select:</p> <ul style="list-style-type: none"> Monitor Type — Queue Monitor Name -- ScribeIn Queue Detail 		
4	Click Step 2: Source Connection . Select Scribe Input Queue .		
5	Click Step 3: Alert Criteria . Select the alert criteria you want.		
6	Click Step 4: Monitor Interval . In the Monitoring Interval Settings set the interval to Monitor every 15 minutes.		
7	Click Step 5: Activation . Select Status – Active.		
8	<p>Click Step 6: Alerting:</p> <ul style="list-style-type: none"> In Alert Type, select Critical. In Alert description and Alert message, enter a meaningful description and message. 		
9	Click Apply to create and start the new monitor.		
Create a User for the Scribe Services (Optional)			

Step	Task	Page	✓
1	<p>Scribe suggests that you create a Windows account to be used by the Scribe services.</p> <ul style="list-style-type: none"> ▪ Set up this account with the necessary access on the local computer and on other computers on the network. ▪ After you create this account, change the properties on the Scribe services to log on as this account. 	21	
2	<p>If the Scribe processes need access to remote file servers or a network system, set up a specific user account that has access to the remote files and run the Scribe services under this user.</p>		

11. Troubleshooting

There are a number of ways to get help with Scribe Software products, as well as to share your solutions with the Scribe user community.

Technical support

Scribe technical support is available Monday through Friday, between the hours of 4:00 AM and 8:00 PM) Eastern US time (except major local holidays).

To get started with Scribe technical support, call **+1 603 622 5109** and press **3**. A Scribe technical support representative will be happy to explain your support options and help you get started.

For on-line support information, please visit <http://www.scribesoft.com/Support.asp>

Downloading Scribe

You can download the Scribe installation software from the Scribe Insight and Adapters Download page at <http://community.scribesoft.com/downloads>. When you purchase Scribe and any required adapters, Scribe Software, Inc. provides serial numbers that allow you to register and use your product(s).

During the registration process, make sure any Scribe serial numbers are available.

The Scribe User Community

The Scribe OpenMind Community, allows you to connect with other Scribe users, the Scribe Knowledge Base, and Scribe product management. The Scribe Knowledge Base contains information about using Scribe Insight and features. If you have a question about your Scribe products, Scribe suggests that you start by looking in the Knowledge Base.

Register to join OpenMind at <https://openmind.scribesoftware.com>.

Feedback

Scribe is very interested in hearing about your experiences with our products and documentation. We welcome your suggestions for improvement and encourage you to use the Scribe OpenMind community at <http://openmind.scribesoftware.com> to provide feedback. OpenMind also lets you see information on upcoming product releases and engage in online discussions with Scribe product management and other Scribe users.