

The instruction booklet is also included on the CD in Word and Acrobat formats, which may be easier to print. (If you want to install Acrobat Reader run **d:\acroread\setup.exe** (where d:\ is the identifier of your CD drive))

You can find the instructions in **d:\docs\New Installations.doc** for MICROSOFT WORD
or **d:\docs\New Installations.pdf** for ADOBE ACROBAT

Installation & Maintenance Guide

Technical Guide for Installation of
EARNIE IQ, Timesheet Central and Timesheet Remote

7th November 2014

NOTES: This document details the steps required to install a **NEW** copy of EARNIE IQ. For existing installations please see **Existing Installations.doc** on the CD.

WE DO NOT RECOMMEND YOU INSTALL EARNIE IQ FOR THE FIRST TIME UNLESS YOU HAVE A GOOD KNOWLEDGE OF SQL SERVER AND OF THE WINDOWS ENVIRONMENT.

We would also suggest you attend an EARNIE IQ installation training course which IRIS run regularly.

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1. Introduction

About this Guide

This guide includes procedures for first time installations of the EARNIE IQ suite of products, which is comprised of EARNIE IQ, Timesheet Central and Timesheet Remote. It also contains background information on the products, a troubleshooting guide and best practices for ongoing maintenance.

Who is this guide for?

This guide is primarily intended for Database Administrators (DBAs), IT Managers and any IT workers responsible for software installation. Anyone wishing to install EARNIE IQ for the first time that does NOT have a technical background should consult their IT department, their dealer or EARNIE Support before proceeding. We also recommend that anyone involved with IQ installation attend an **Installation Training** course, which IRIS run on a regular basis.

This guide is NOT intended for general payroll staff or anyone who wants to perform an update to an existing installation. These people are referred to in the Software Update Instructions (see Other Documentation below).

Other Documentation

This document and related installation documentation can be found in the 'Docs' folder on the EARNIE IQ installation CD. All documents are available in Microsoft Word, Adobe Acrobat and HTML formats. The other main documents of interest are the **Software Update Instructions** and **Update Information**, which are described below.

Software Update Instructions

The Software Update Instructions contain information on updating existing installations when a new version of the software is received. They are especially important at tax year-end when the software must be updated due to legislative changes announced by the Chancellor in the Budget. It is possible for two legislative updates to be received. The guide also contains information on installing patches, which may be received from time to time. The filename for this document is **Existing Installations.doc** (or .pdf or .htm).

Update Information

Information on the particular update you have received will be contained in a file called **EIQUpdate.doc** (or .pdf or .htm). This document contains details on program and legislation changes incorporated in the release. For the April release of the software, the file is primarily used for the Year-end Procedures (see below). The same information can be found on the **Help** menu under **Updates**.

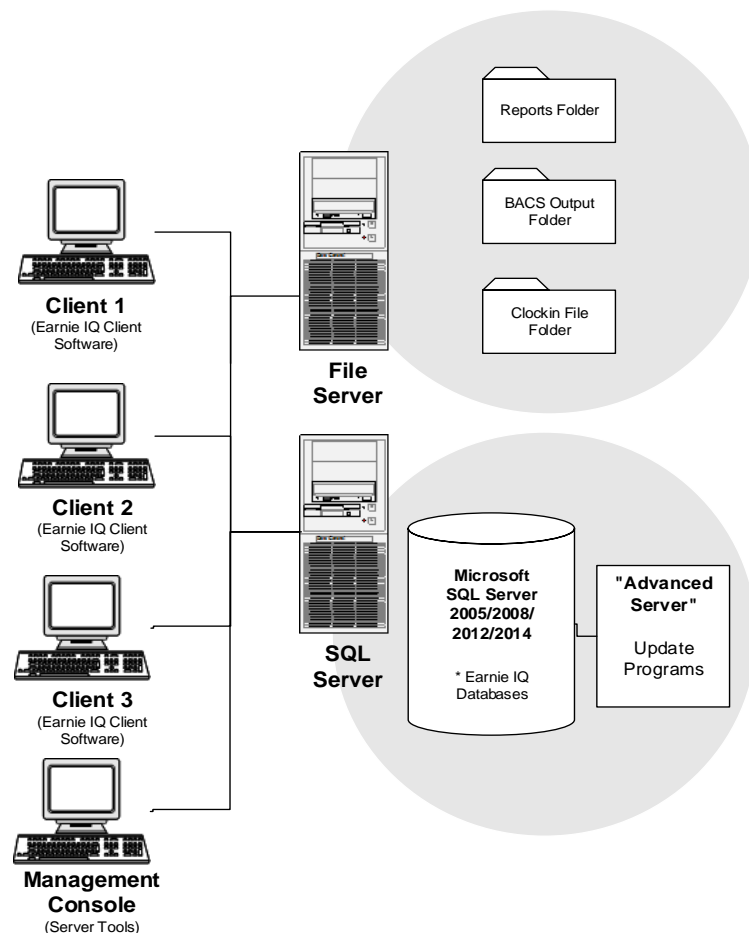
Year-end Guide

The Year-end Guide is intended to guide payroll managers through the Year-end process. The software is updated as part of this process so it is important for the payroll manager and the software installer to liaise over the timing of the installation. When the payroll department requests that a member of the IT department update the software, they should print off the latest Software Update Instructions from the CD and follow the instructions therein.

2. Product Overview

Architecture

EARNIE IQ is a client server system, which means some of the product sits on the **Server** and the rest on the PC/Workstation you run it from, the **Client**. For EARNIE IQ to function correctly both the server-side programs and the client PCs must be installed. The following diagram shows the basic EARNIE IQ configuration.



The above diagram shows a separate file server and SQL server, however, on some smaller installations, these functions may operate from the same machine. Wherever they are on the network, the **Reports**, **BACS Output** and **Clockin File** folders must be accessible by both the SQL Server and the client machines.

Advanced Server

Advanced Server is a utility suite that is installed as part of the main EARNIE IQ server side installation. One of the core functions of **Advanced Server** is to apply updates to existing company databases when the main EARNIE IQ software is updated. The main tools provided by the suite are described below.

Update IQ Server

A utility that automatically updates company databases. When you load an update CD (say for legislation purposes) a number of update scripts will be transferred to the server. These update scripts then have to be applied to each of the existing company databases. The **Update IQ Server** utility calculates which updates need to be performed and applies the scripts appropriately. The update process normally occurs automatically when the software update is installed but may be started manually.

Update Log Viewer

A tool for viewing the current database status and update history.

Update Wizard

Update package installer. Occasionally, we will issue an “update package” which contains server side updates only. These may be created for simple or one-off updates that do not require any changes to the client software or may be included as part of a software patch which also contains some client changes. The server side updates are applied using the **Update Wizard**.

Remote Deployment Tools

This is a suite that can be installed on any machine and used to deploy, upgrade and manage EARNIE IQ databases either on the local machine or a remote machine. The main tools provided by the suite are described here.

Server Configuration Utility

A utility that is used to deploy, configure and upgrade EARNIE IQ databases located on local or remote instances of SQL Server 2005, SQL Server 2008, SQL Server 2012 or SQL Server 2014. Advanced options allow the easy optimisation of the EARNIE IQ databases to suit your infrastructure. Multiple deployments of the EARNIE IQ databases can be targeted from a single point, simplifying the task of managing databases in different SQL Server instances.

Payroll Management Console

A management tool providing a range of management and monitoring facilities. The Payroll Management Console provides a single point of entry to a host of features to simplify and speedup the maintenance and troubleshooting of EARNIE IQ databases.

Server Update Utility

An updated version of the advanced server's update IQ server.

Database Update Unpacking Utility

An updated version of the advanced server's update wizard.

Payroll Client

The payroll client is the main payroll input, processing and reporting application. The main applications provided are described below.

Earnie IQ

The payroll client application, used to administrate, input and process the payroll.

Account Link Utility

A utility to create custom accounts link formats.

BACS Layout Utility

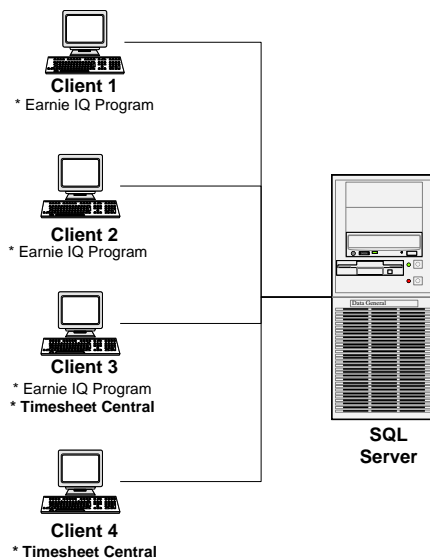
A utility to create custom BACS layouts.

Legislation Utility

A tool used to apply mid-year legislation changes.

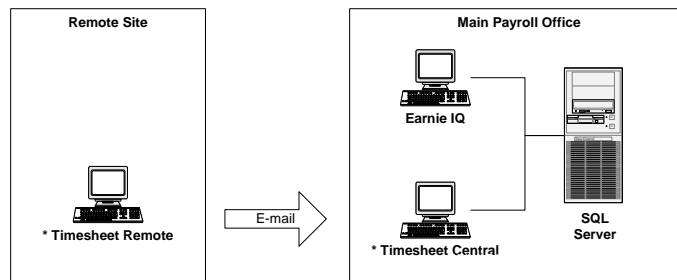
Timesheet Central

If you have purchased the Timesheet Central module, this is installed on client machines (either alongside EARNIE IQ or on independent machines) and shares the EARNIE IQ databases on the SQL Server. The diagram below shows four client machines connected to an EARNIE IQ server. While clients 1 and 2 run EARNIE IQ alone, client 3 is mixed, running both EARNIE IQ and Timesheet Central. Client 4 is dedicated to Timesheet.



Timesheet Remote

Timesheet Remote is a separately purchased application that is designed to give timesheet data entry capabilities to users not directly connected to the local network. Data entered into Timesheet Remote is transmitted to Timesheet Central via e-mail.



3. Installation Overview

System & Network Requirements

Current system requirements are listed on the EARNIE web site at www.earnie.co.uk. You should also be aware of the following:-

- You must have installed a copy of SQL Server 2005, SQL Server 2008, SQL Server 2012, or SQL 2014
- We recommend you run EARNIE IQ in its own instance of SQL Server and over a 100megabit network
- The name of your SQL Server instance MUST NOT contain the word 'Database'
- Dot Matrix printers should be Epson compatible and laser printers should be HP compatible

The Installation Process

Installing EARNIE IQ is essentially a two stage process; Server Side Installation and Client Side Installation. However it is essential that the SQL Server is configured correctly prior to installation and that plans are put in place to keep the product running efficiently. The following table highlights the main stages of installation.

Stage	Description	Refer to
SQL Server Installation	Installation of Microsoft SQL Server	<i>Not covered in this document</i>
SQL Server Configuration	Set SQL Server to allow installation of EARNIE IQ	Chapter 4.
EARNIE IQ Server Side Installation	Installation of EARNIE IQ Server side components	Chapter 4.
Install Clients	Installation of EARNIE IQ Clients (including Timesheet Central and Timesheet Remote if applicable) and licensing	Chapter 5. (EARNIE IQ) Chapter 6. (Timesheet Central) Chapter 7. (Timesheet Remote)
Post Installation	Plan for general housekeeping including setting up a maintenance plan and a backup schedule	Chapter 9.

For installation troubleshooting and general background information, please refer to Chapter 8.

4. EARNIE IQ Server Installation

This section describes how to **install** the **server-side** components of EARNIE IQ. The client-side install must be performed separately. (See Chapter 5).

WE DO NOT RECOMMEND YOU INSTALL EARNIE IQ FOR THE FIRST TIME UNLESS YOU HAVE A GOOD KNOWLEDGE OF SQL SERVER AND OF THE WINDOWS ENVIRONMENT.

Preparing for a New Installation

Microsoft SQL Server 2005 or later must be installed on a server on your network before you can install EARNIE IQ Server. It is beyond the scope of this document to cover the installation of SQL Server itself, however, it is necessary to document how the SQL Server should be configured in order for EARNIE IQ to install and operate correctly.

NOTE: EARNIE IQ may not function correctly unless the following requirements are met:-

SQL Server Authentication Mode

EARNIE IQ utilises SQL Server authentication therefore the SQL Server needs to be configured with Mixed Mode Authentication.

For more information on checking the authentication mode of your SQL Server, see Checking the Server Authentication Mode on page 16.

Service Start-up Properties

The SQL Server service and the SQL Server Agent service need to be run under an administrative user account. You will need to identify a Windows account that has administrator rights on the machine where SQL Server is running. We recommend you follow Microsoft's guidelines and set the SQL Server service and SQL Server Agent to run using this account. We also recommend that you set the *Start-up type* of both of these services to 'Automatic'.

For more information on setting service properties, see Setting Service Startup Accounts on page 16.

Proxy Account

During the installation process you will be asked for the details of a Windows account that can be used as a SQL Server proxy. The SQL Server Agent uses the proxy account to run database update jobs. This account must have Windows administrator rights to the SQL Server machine and should be set up before you install EARNIE IQ Server for the first time. You will need to identify an account (or create a new one) that has administrator rights on the machine where SQL Server is running. We recommend creating a new account with the name "SQLProxy" or identifying an account that can be used exclusively for this purpose.

If you wish, you can use the same account that you used for the SQL Server services, or you can create a new account specifically for the purpose. You may also want to check with the SQL Server administrator whether a proxy account is already assigned, in which case you should use the details of this account.

Take a careful note of the account details including the name, domain and password, as you will need these during the EARNIE IQ Advanced Server installation process.

Pre-Installation

To install the server-side of EARNIE IQ you will require the following information:

- The name of the SQL Server instance where the EARNIE IQ databases are to be installed
- A valid login to the SQL Server. This will either be the “sa” account and password or an administrator login to Windows on the SQL server
- The location of where you want to store the EARNIE IQ SQL Server database data, transaction logs and backup files. (i.e. somewhere on the SQL Server)
- Optionally, the proxy account details (see above)

Method of Deploying to the Server

There is now only one method of deploying the EARNIE IQ databases provided:

- Using the Remote Deployment Tools

The option to use the standard local server install has been removed.

Installation

To install EARNIE IQ Server (using remote deployment tools):

1. Log into the machine to be used to perform the deployment. Remember to log in as a user with administrator rights to that machine plus the machine hosting the SQL Server instance
2. Insert the EARNIE IQ CD. If the install program does not begin automatically then enter **d:\Setup.bat**, (where d is the letter of your CD drive), at the Windows Run command line and then press ‘ENTER’
3. Install the remote deployment tools by selecting ‘**Install Products**’, ‘**Payroll & Timesheet Server**’ and then ‘**Remote Deployment Tools**’
4. Launch the server deployment and configuration utility by selecting **Start | Programs | IRIS Payroll Solutions | Earnie IQ (Server Tools)** and then **Server Configuration Utility** from the Windows Start menu
5. Connect to the SQL Server to install to by clicking the ‘**Connect**’ button and entering the instance details
6. In the **Database Setup** section, check data file and transaction log file directories. Set the database backup file directory. NOTE: the database backup file remote access directory will be automatically populated, but should be altered if necessary.
7. Select the ‘**Initialisation**’ section
8. Select ‘**Initialise**’ and from the **Release Version Select menu** select the version to deploy and click ‘**OK**’
9. You will be asked if you wish to continue. Check the version, release and release date. If they are correct click ‘**Yes**’
10. The processing screen will then appear; once the status has turned to ‘**Processing Completed**’ click ‘**Close**’.
11. Select the ‘**Versioning**’ option. Check that the ‘**Current Version**’ and ‘**Version Library**’ are correct and click ‘**Exit**’

5. EARNIE IQ Client Installation

This section describes how to install the **client-side** components of EARNIE IQ. The server-side install must be performed separately. (See Chapter 4).

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Pre-Installation

To install the client-side of EARNIE IQ you need the following information:

- The name of the SQL Server where the server side software was installed
- The location of the **Reports** directory (usually somewhere on your network)
- The location of the **BACS Output** directory. Also used when exporting reports (usually somewhere on your network)
- The location of the **Clockin Files** directory (if using the Clockin file to import Time & Attendance information)

Installation

To install EARNIE IQ Client:

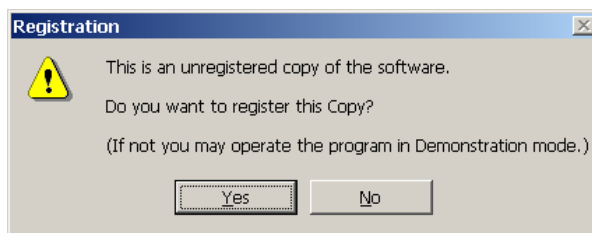
1. Log into the PC where the EARNIE IQ client program is installed. Remember to log in as a user with administrator rights to that machine
2. Insert the EARNIE IQ CD. If the install program does not begin automatically then enter **d:\Setup.bat**, (where d is the letter of your CD drive), at the Windows Run command line and then press **'ENTER'**
3. Select **'Install Products'** then **'Payroll Client'**
4. Progress through the screens accepting licence terms etc. You will be asked for a location for the EARNIE IQ programs. We recommend you accept the suggested directory of C:\Program Files\Intex Software\EARNIE IQ
5. Next you will be asked what type of installation you would like. Select **'Typical'**
6. Enter the name of the SQL server that contains the EARNIE IQ databases
7. Enter the locations of your report files, output files and clockin files. Make sure you **DON'T** accept the suggested locations unless you are sure that they are correct. These directories will normally be somewhere on your network
8. Finally, confirm the details before the update proceeds to its conclusion
9. Once all of the files have been copied to the computer, you will be asked whether or not you want to reboot the machine. You should reboot before you attempt to run the product

Software Registration

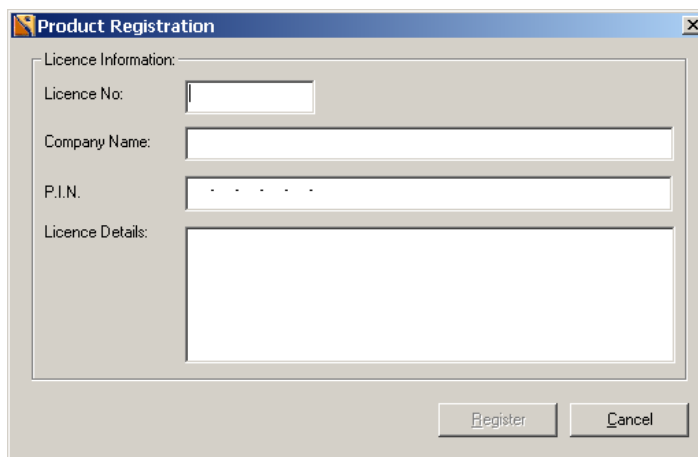
Once the first of the clients has been installed, you will be able to register the product. The product will only operate in Demonstration mode until it is registered.

To Register EARNIE IQ:

1. Run EARNIE IQ from the Start Menu (Start | Programs | IRIS Payroll Solutions | EARNIE IQ | EARNIE IQ)
2. The following message should appear:



3. Click 'Yes'
4. The **Product Registration** screen will appear:

A Windows-style dialog box titled "Product Registration" with a close button in the top right corner. It contains a "Licence Information:" section with four input fields: "Licence No:" (a short text field), "Company Name:" (a long text field), "P.I.N.:" (a text field with five dots as a placeholder), and "Licence Details:" (a large empty text area). At the bottom are two buttons: "Register" and "Cancel".

5. Enter all the details exactly as they appear on your licence certificate then click '**Register**'

6. Timesheet Central Installation

Timesheet Central shares the same database as EARNIE IQ. The client-side of Timesheet Central is installed as follows:

Pre-installation

To install Timesheet Central the following information is required:

- Name of the SQL server instance where the EARNIE IQ databases are installed. (If you have already installed the client-side part of EARNIE IQ on this machine the installation will automatically select the same SQL Server)

Installation

To Install Timesheet Central:

1. Log into the PC where the EARNIE IQ client program is installed. Remember to log in as a user with administrator rights to that machine
2. Insert the EARNIE IQ CD. If the install program does not begin automatically then enter **d:\Setup.bat**, (where d is the letter of your CD drive), at the Windows Run command line and then press **'ENTER'**
3. Select **'Install Products'** and then **'Timesheet Central'**
4. On the **Destination Folder** screen enter the location of where the Timesheet Central programs should be installed
5. Next you are asked what type of installation you would like; select **'Typical'**
6. You may then be asked for the name of the SQL Server where the EARNIE IQ databases are installed; you will not see this question if you have already installed the client-side part of EARNIE IQ on this machine
7. Confirm what you have entered and click **'Next'** to install the product

7. Timesheet Remote Installation

Timesheet Remote is a self-contained application that uses Microsoft Outlook to connect to Timesheet Central.

Installation

To install Timesheet Remote:

1. Insert the EARNIE IQ CD. If the install program does not begin automatically then enter **d:\Setup.bat**, (where **d** is the letter of your CD drive), at the Windows Run command line and then press ENTER
2. Select '**Install Products**' then '**Timesheet Remote**'
3. On the **Destination Folder** screen enter the location of where you want the Timesheet Remote programs to be installed
4. Next you are asked what type of installation you would like; select '**Typical**'
5. Confirm what you have entered and click '**Next**' to install the product

8. Troubleshooting

The Update Log (Server Installation)

Installation diagnostic information can be found in the IQServerUpdateLog.txt file.

This in turn can be found in the folder you specified during the server installation. The default location is:-

C:\Program Files\Intex Software\EARNIE IQ (Advanced Server)\<Server Name>\$<Instance Name>

The contents of this file may look something like:

Date,Source,Number,Description

26/03/2012 09:40:25,"",0,"-----"

26/03/2012 09:40:25,"[modGeneral]: Main",0,"Automatic Update Process Started"

26/03/2012 09:40:25,"[frmMain]: Initialise",0,"Initialise OK"

26/03/2012 09:40:25,"[frmMain]: Connect",0,"Connected to Server OK"

26/03/2012 09:40:26,"[frmMain]: CheckUpdates",0,"Checked for updates OK"

26/03/2012 09:41:17,"[frmMain]: ApplyUpdates",0,"Applied updates OK"

26/03/2012 09:41:17,"[frmMain]: Disconnect",0,"Disconnected from Server OK"

26/03/2012 09:41:17,"[frmMain]: RecordUpdate",0,"Update Complete in 00:00:52 with no errors"

reported"

The last entry in the log is the most important as this indicates the error status of the update. If you get errors you should e-mail support@earnie.co.uk and attach the text file before proceeding.

ODBC Problems

On Win 9X systems the installation may cause problems with ODBC drivers. These problems can be solved by running **d:\Utilities\mdac_typ.exe** (where **d** is the letter of your CD drive) which is supplied on the installation CD.

Checking the Server Authentication Mode

For EARNIE IQ to operate correctly, the authentication mode of the SQL Server must be "Mixed Mode". This is normally set during SQL Server installation but may be changed later.

To check the authentication mode:

1. Open **Enterprise Manager** or **SQL Server Management Studio**
2. Expand the SQL Server group containing the EARNIE IQ SQL Server
3. Right click on the EARNIE IQ SQL Server and select **'Properties'**
4. In the **Properties** dialog, open the **'Security'** tab
5. Under **Authentication**, ensure that **'SQL Server and Windows'** is selected

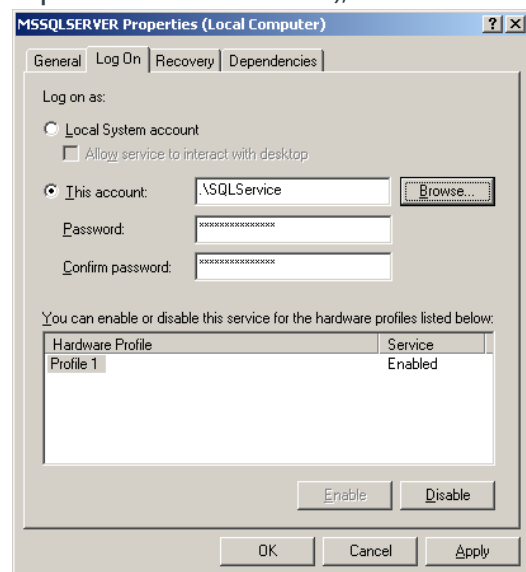
Setting Service Startup Accounts

The following instructions may vary depending on which version of Windows is in use.

To set the start-up properties for the two services:

From the **Services** console (usually found in **Control Panel | Administrative Tools**), locate the MS SQL Server service. The name of the service will be SQL Server on SQL Server 2005, 2008, 2012 or 2014 for default instances or SQL Server (<Instance Name>) on SQL Server 2005, 2008, 2012 or 2014 for non-default instances.

1. Right-click on the service and select **'Properties'**
2. Select the **'Log On'** tab as shown
3. Ensure that **This account** is selected then enter the account details for the account to be used. If the service is already using an account you should ensure that the account is appropriate for requirements
4. Return to the **General** tab and ensure that the **Startup type** is set to **Automatic**
5. Click **'OK'**



6. Repeat Steps 1 to 6 for the SQL Server agent service (SQL Server Agent on SQL Server 2005, 2008, 2012 or 2014)

Note: If the instance of SQL Server is not the default instance then the services will be SQL Server (<Instance Name>) and SQL Server Agent (<Instance Name>) on SQL Server 2005, 2008, 2012 and 2014.

9. Recommended Housekeeping

There are a few operations that we recommend you carry out on a regular basis in order to keep EARNIE IQ running efficiently.

These are:

1. Clearing the **Audit Trail**
2. Clearing **Imported Payment Information**
3. Clearing the **SQL Server Transaction Log**

It is also recommended that you create a backup schedule to ensure that all EARNIE IQ databases are backed up on a regular basis.

Clearing the Audit Trail

EARNIE IQ has the facility to keep a record of information that has been changed, along with who changed it and when it was changed. This is called an **Audit Trail**.

The **Audit Trail** is activated via the **Admin** section of EARNIE IQ. Once activated, EARNIE IQ will keep a log of what is changing. This log information causes the database size to increase significantly.

It is a good idea to clear the audit trail from time to time (once the information is no longer of use).

To do this log into the **Admin** section of EARNIE IQ and select '**Clear**' from the **Audit Trail** menu.

Clearing Pay Import Information

This only applies to companies who link EARNIE IQ to a Time & Attendance system or an external data entry system such as **Excel** or **Timesheet Central**.

In these cases the information being linked is temporary payroll data such as hours for the week/month and not static information from HR systems.

When EARNIE IQ imports this type of information it keeps a copy in its **Pay Import** table, so if a payroll is undone the data will still exist. Once the payroll moves into the next pay period the **Pay Import** data is no longer required.

For efficiency purposes this can be cleared by logging into the **Admin** section of EARNIE IQ and selecting '**Delete Utility**' from the **File** menu.

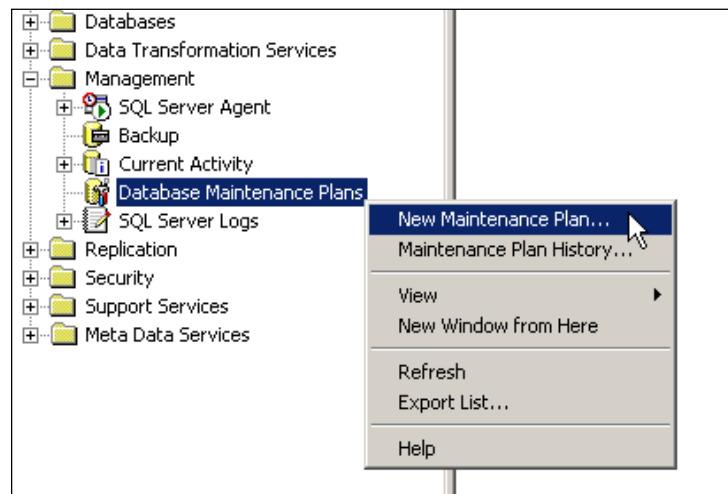
Clearing the SQL Transaction Log

We recommend this is done as part of a SQL Server Maintenance Plan. A SQL Server Maintenance Plan will take responsibility for backing up your data and will maintain efficiency by clearing unused areas of the Transaction Log. Although each plan is likely to be different we have described for you below a 'simple' Plan. **We must stress though that Maintenance Plans should be set up by your IT staff who fully understand SQL Server - The EARNIE support team are not qualified to advise on SQL maintenance plans.**

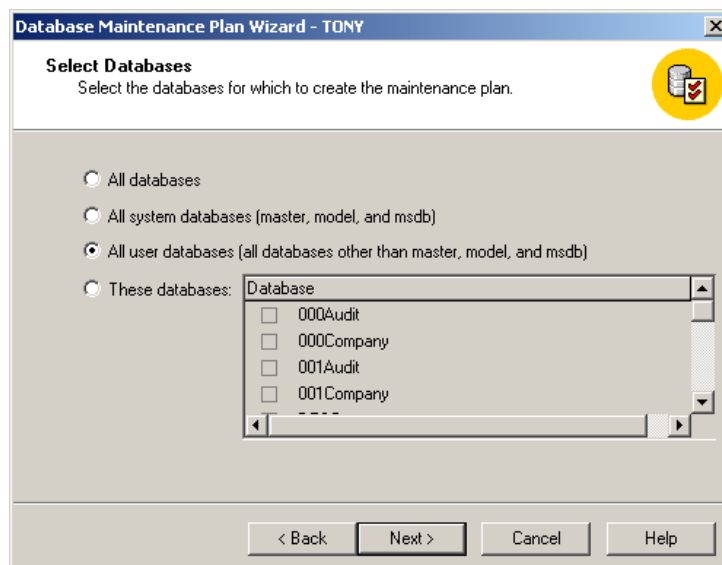
A typical Maintenance Plan

This plan is designed to make a transactional backup of all EARNIE IQ databases each day and a full backup once a week. Once a full backup is done the transaction backups are removed.

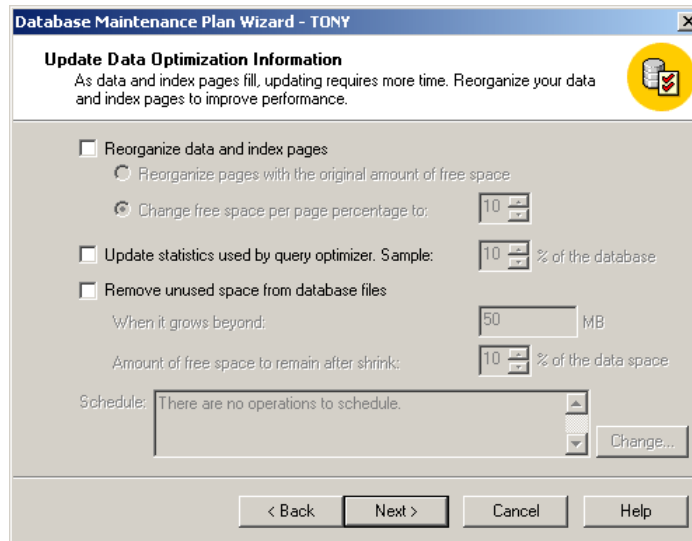
1. In Enterprise Manager open the **Management** section, highlight the **Database Maintenance Plans** item and then right click and select **New Maintenance Plan**



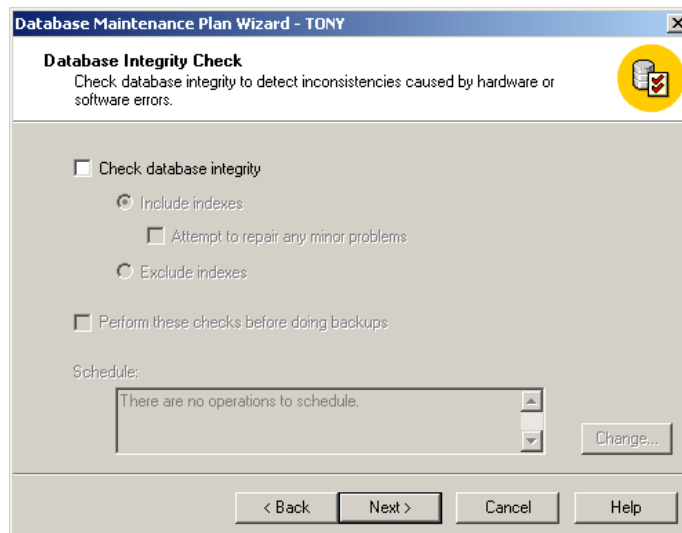
2. On the **Welcome** screen select '**Next**'
3. On the **Select Databases** screen select '**All User Databases**' then click '**Next**'



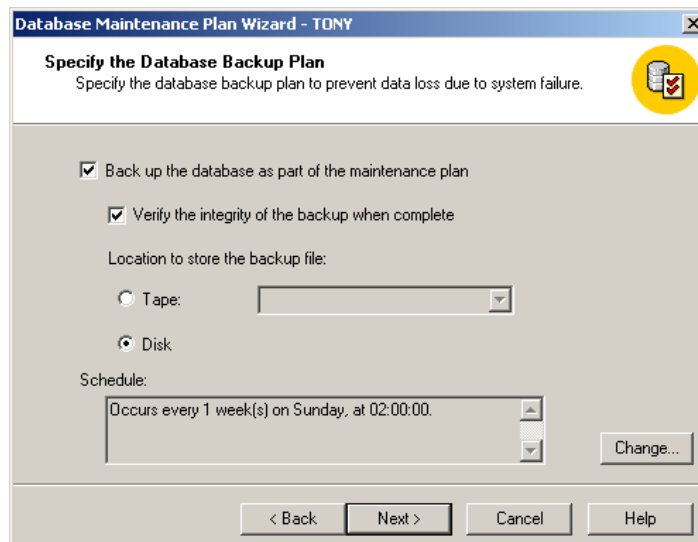
- Do not select any options on the next screen, just click **'Next'**



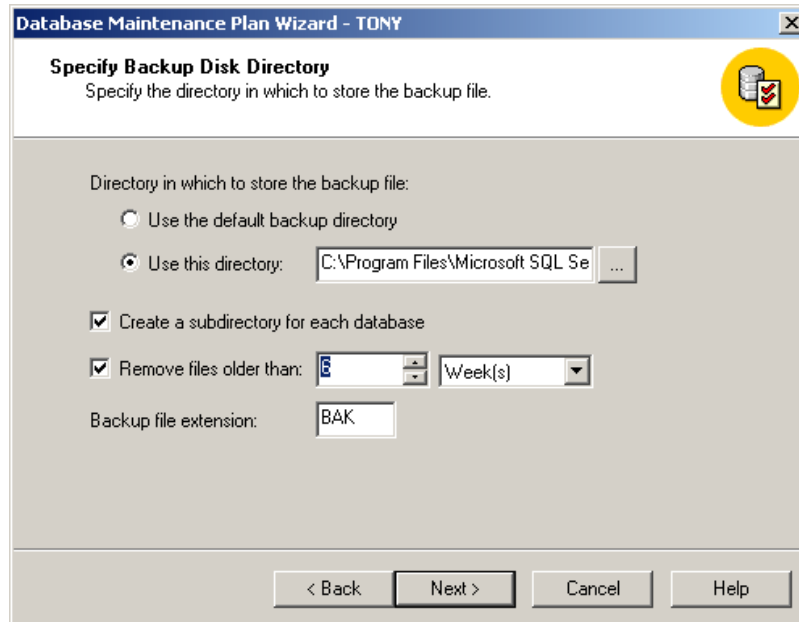
- Do not select to **Check Database Integrity**, just click **'Next'**



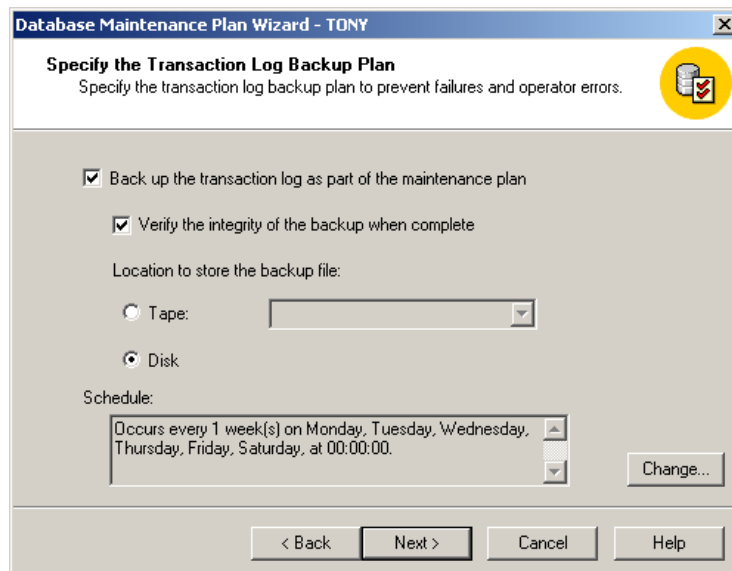
- Accept the entries on the Database Maintenance Schedule. This will perform a full back-up of the databases every Sunday at 2:00am. Click **'Next'**



7. Now select the directory where the backups are to be made. (Make sure the backup files are located in a different area to the data files in case of disk failure)
8. Select to create a separate sub-directory for each backup and then select to remove backups that are more than 6 weeks old. (These settings should be varied according to requirements – you may not have enough disk space to keep 6 weeks’ worth of backups)

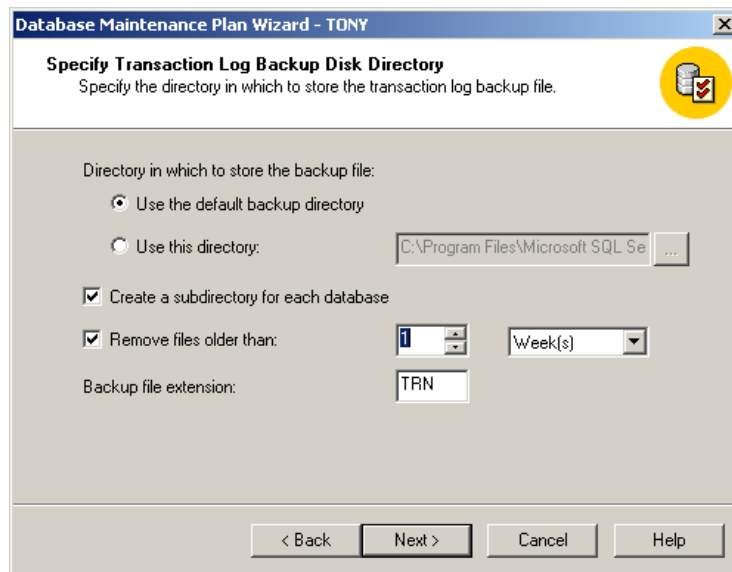


9. Tick the box marked '**Back up the transaction log as part of the maintenance plan**'
10. Select '**Disk**' and accept the **Schedule** which backs up the log every day except Sunday



11. Now select the directory where the transaction log backups are to be made. The default location is acceptable here

12. Select to create a separate sub-directory for each backup and then select to remove backups that are more than 1 week old



13. Click **'Next'** on the **Reports to Generate** screen without making an entry
14. Click **'Next'** on the **Maintenance Plan History** screen without making an entry
15. Click the **'Plan'** name and click **'Finish'** to end the setup

Backing Up EARNIE IQ Databases

EARNIE IQ users have the ability to back up their data through the client software; however, it is wise to perform regular, scheduled backups from the SQL Server as part of a wider disaster recovery plan. The essential databases to include in the backup are the company databases (xxxCompany, where xxx is the company number) and EIQSystem. All other IQ databases are static and can be restored through a reinstallation of IQ Server.