# **Department of Veterans Affairs**

# Veterans Crisis Line (VCL)

# Installation Guide



Version 0.6 December 2014

### **Revision History**

Date	Version	Description	Author
12/01/2014	0.6	Technical edit. Added figure captions and two new screens to section 6.	REDACTED
6/25/14	0.5	Updated content and formatting	REDACTED
6/12/14	0.4	Updated with current installation instructions	REDACTED
05/08/2014	0.3	Removed Other Considerations section, which included 2008 server references. Added pre-prod links to Section 3.1, General Installation Flow.	REDACTED
05/06/2014	0.2	Modified web installation content to meet AITC standards.	REDACTED
3/25/2014	0.2	Added Raj's SSRS content. Added AITC content to pre-installation section. Reviewed and incorporated comments from SQA.	REDACTED
02/18/2014	0.2	Add MDWS installation instructions	REDACTED
02/06/14	0.2	Added instructions on how to obtain VCL code base.	REDACTED
6/3/2013	0.1	Created template	REDACTED

### **Table of Contents**

Introduction	9
1.1. Overview	9
1.2. Audience	9
1.3. Scope 1.4. Votorane Crisis Line	9 Q
1.5. Using This Manual	9
1.6. How Much Do I Need to Install?	.10
1.7. Related Documentation	.10
2. Preinstallation	.13
2.1. Preinstallation Steps	.13
2.2. System Backup	.17
2.3. Retrieving Files from Staging Areas	.17
2.3.1. Database Staging Area	.17
2.3.2. Application Staying Area	. 17
3. Installation Prerequisites	.18
3.1. SSL Setup	.20
3.2. General VCL Installation Flow	.21 12
3.4. System Requirements	.42
4 Backout Plan	45
F. Dect Installation Instructions	.40
5. Post installation instructions	.47
6. Installing and Configuring the SQL Server Reports Server (SSRS) Component	.48
6.1. Audience	.48
6.2. Pre-Requisites	.48
6.4. Defining the Reports Server (Includes SSL)	.49 54
6.5. Reporting Services SSL Configuration	.62
6.6. Uploading Previously Developed "Sample Reports" to the Server	.62
7. Patching the Production Environment with Updated Code	.64
8. Troubleshooting	.66
8.1. Rollback Instructions	.66
9. FAQ	.67

# List of Figures

Figure 1: VCL Application Flow	21
Figure 2: VCL Installed Components	23
Figure 3: VCL Add Features Wizard	24
Figure 4: VCL Installing Web Services Enhancements 3.0 – select Runtime option	25
Figure 5: Installing Web Services Enhancements 3.0 – Click Finish to complete installation	26
Figure 6: Unpack VCL Code Archive	27
Figure 7: IIS Manager	28
Figure 8: VCL Site Breakout	29
Figure 9: VCL Site Breakout Expanded	30
Figure 10: SSL Settings	30
Figure 11: Application Pools	31
Figure 12: Edit Application Pool settings	32
Figure 13: CrisisCenter Properties	33
Figure 14: Permissions for CrisisCenter	34
Figure 15: Locations	34
Figure 16: Enter the Object Names to Select	35
Figure 17: Check Names	35
Figure 18: Default Permissions	36
Figure 19: IIS Manager, CrisisCenter Virtual directory	37
Figure 20: Edit Application	38
Figure 21: Connect As dialogue	38
Figure 22: Crisis Center Hotline Login	40
Figure 23: CrisisCenter Response	41
Figure 24: CrisisCenter Administrator	41
Figure 25: Unpack VCL Code Archive	46
Figure 26: Reporting Services Configuration Connection	49
Figure 27: Reporting Services Configuration Manager	50

Figure 28: Specify a Server Name	50
Figure 29: Report Server Status	51
Figure 30: SSL Certificate and SSL Port	51
Figure 31: SSL Certification Information	52
Figure 32: Add Report Manager URL	52
Figure 33: UpdatingSSL Certificates	53
Figure 34: Create a Datasource	54
Figure 35: VCL Datasource	55
Figure 36: Generate Model	56
Figure 37: VCL Model	57
Figure 38: System User	58
Figure 39: New Role Assignment	58
Figure 40: Edit Role Assignment	59
Figure 41: Security	59
Figure 42: Properties	60
Figure 43: Veterans Crisis Line – Custom Reports	61
Figure 44: Upload File	63
Figure 45: Change Order Request Email	65

# Introduction

This Veterans Crisis Line (VCL) Installation Guide provides information for Information Resource Management (IRM) personnel to install and configure the components of the VCL application.

### 1.1. Overview

The Office of Mental Health Services (OMHS) is currently managing a web-based application (herein referred to as VCL) utilized by their confidential, free 24-hours hotline staff to make referrals to the appropriate field-based Suicide Prevention Coordinators (SPCs).

OMHS is requesting OIT to assist OMHS to enhance, deploy and support the existing Veterans Crisis Line application and hardware platform utilizing Information Technology (IT) best practices and procedures rather than maintaining the existing ad-hoc environment.

## 1.2. Audience

This document has been prepared for system administrators and database administrators who need to set up development, pre-production and/or production environments at the Austin Information Technology Center (AITC). It is presumed that readers of this document understand basic concepts of the VCL environments as well as any system specialties that might pertain to the installation of the VCL software.

## 1.3. Scope

This Installation Guide includes steps for installing the Pre-Prod environment. Assumptions for installation include the following:

- Pre-installation steps have been completed.
- 9957's have been submitted 30 days prior to need date for each environment
- All backups have been performed
- All files have been placed into the appropriate staging area
- Application server certificates have been installed.

### 1.4. Veterans Crisis Line

### 1.5. Using This Manual

This manual guides the reader through a very specific order for installing and configuring the various components of VCL.

### 1.6. How Much Do I Need to Install?

Depending on your purposes for installing VCL components, you may not need to install all of the components described in this Installation Guide. Please follow these guidelines for determining which components you should install:

This Guide also covers the install from a total "ground-up" perspective. This involves the following additional steps:

- Restoring the VCL database from a backup file.
- Obtaining and installing the VCL code.
- Installing the appropriate version of SQL Server Reporting Services.
- Installing the correct version and configuration of IIS.
- Installing the correct version of MDWS web service.

### 1.7. Related Documentation

Refer to the following documentation for additional information about VCL.

The documentation will be in the form of Adobe Acrobat files.

Documentation can also be found on the <u>VA Software Documentation Library</u>.

File Name	Description
VCL Production Operations Manual (POM).PDF	Includes system and operational description for VCL, information about routine operations, and contingency planning.
VCL_Release Notes.PDF	Release notes on new features and functionality
VCL_User Guide.PDF	VCL User Guide
VCL_Installation Guide.PDF	Installation Guide for installation in various environments

This page intentionally left blank for double-sided printing.

# 2. Preinstallation

The following sections include steps required to setup the development environment.

### 2.1. Preinstallation Steps

The following preinstallation steps need to be completed for the development environment:

#### **Group Account Creation**

- 1. Verify/Create Security Groups for Report Viewer and Manager (9957 or ePAS). <u>This function is now complete for all environments</u>
  - a. Create the Groups used for User Management Access based on the specific environment and functions.
  - b. Groups Created
    - i. Dev
      - 1. VCLREPORTMANAGER\_DEV
      - 2. VCLREPORTVIEWER\_DEV
    - ii. Preproduction
      - 1. VCLREPORTMANAGER PPD
      - 2. VCLREPORTVIEWER\_PPD
    - iii. Production
      - 1. VCLREPORTMANAGER
      - 2. VCLREPORTVIEWER

CHECK APPROPRIATE BOX		NAME OF FUNCTIONAL TASK CODES; PROFILES, WEB SERVERS; UNIX ACCOUNTS; DATABASE OR OTHER	DEFINE LEVEL OF ACCESS REQUESTED OR CONCURRING SYSTEM MANAGER OF RECORD (SMR) DESIGNEE SIGNATURE AND TITLE ((freewird)	
ADD	DELETE	ACCESS	······································	
×		VCLREPORTMANAGER_DEV	Create Security Group for VCL Report Management	
×		VCLREPORTVIEWER_DEV	Create Security Group for VCL Report Management	
×		VCLREPORTMANAGER_PPD	Create Security Group for VCL Report Management - Preprod	
×		VCLREPORTVIEWER_PPD	Create Security Group for VCL Report Management - Preprod	
×		VCLREPORTMANAGER	Create Security Group for VCL Report Management - Production	
×		VCLREPORTVIEWER	Create Security Group for VCL Report Management - Production	

- 2. Submit request to grant permissions to the Security Groups created: <u>This function is now complete for Development</u>
  - a. Granting permissions to these groups allow individuals to be added to the Security Groups rather than making multiple changes on the servers. Permissions and titles are specific to the environment, including the actual names of the database. These must be completed after the databases have been created.
  - b. Permissions Created so far:

- i. Development
  - 1. VCLREPORTMANAGER\_DEV
    - a. On the database server VAAUSSQL1a: Read permission on DB: "NationalSuicideHotline\_Test1" R\W on DB's:VCLReportServer and VCLReportServerTempDB
    - b. On the VAAUCVCLAPP80 in SQL Server Reporting Service Grant the following roles: Browser, Report Builder
  - 2. VCLREPORTVIEWER\_DEV
    - a. On the database server VAAUSSQL1a: Read permissions on DB's: VCLReportServerTempDB, VCLReportServer and "NationalSuicideHotline\_Test1"
    - b. On the VAAUCVCLAPP80 in SQL Server Reporting Service Grant the following roles: Browser

<b>—</b>					
	3. ACCESS REQUESTED				
CHECK APPROPRIATE BOX		NAME OF FUNCTIONAL TASK CODES; PROFILES, WEB SERVERS; UNIX ACCOUNTS; DATABASE OR OTHER	DEFINE LEVEL OF ACCESS REQUESTED OR CONCURRING SYSTEM MANAGER OF RECORD (SMR) DESIGNEE SIGNATURE AND TITLE (If required)		
ADD	DELETE	ACCESS			
×		Please create the SQL database account listed below for the VCL Dev System	ATTN: Windows SQL Admin		
$\boxtimes$		VaAagValRptRODev	Grant read only access to DB NationalSuicideHotline_Test on VAAUSSQL1A		
$\boxtimes$		VaAacVc1RptRODev	Grant read only access to DB NationalSuicideHotline_Test1 on VAAUSSQL1A		
×		VaAacVclAppDev	Grant read/write access to DB NationalSuicideHotline_Test on VAAUSSQL1A		
$\times$		VaAacVclAppDev	Grant read/write access to DB NationalSuicideHotline_Test1 on VAAUSSQL1A		

3. Submit request to add users to appropriate security groups (9957 or ePAS): <u>This function is now complete for Development.</u>

*Note:* Developers have requested and been individually granted elevated privileges in the development environment. Elevated privileges are restricted to EO AITC Administrators in other environments.

#### <mark>REDACTED</mark>

	3. ACCESS REQUESTED				
CHECK APPROPRIATE BOX		NAME OF FUNCTIONAL TASK CODES; PROFILES, WEB SERVERS; UNIX ACCOUNTS; DATABASE OR OTHER	DEFINE LEVEL OF ACCESS REQUESTED OR CONCURRING SYSTEM MANAGER OF RECORD (SMR) DESIGNEE SIGNATURE AND TITLE (If required)		
ADD	DELETE	ACCESS			
×		VCLREPORTMANAGER_DEV	Add the users in the attached spreadsheet to this security group: VCLREPORTMANAGER_DEV		
×		VCLREPORTVIEWER_DEV	Add this user and the users in the attached spreadsheet to this security group: VCLREPORTVIEWER DEV		

#### **Service Account Creation**

- 1. Verify/Create Application Service Accounts (9957 or ePAS) <u>This function is now</u> <u>complete for all environments</u>
  - a. Create the accounts used for the application to connect to the database based on the specific environment and functions.
  - b. Service Accounts Created
    - i. Dev
      - 1. VaAacVclAppDev Development Application Service Account
      - 2. VaAacVclRptRODev Development Reporting Service Account
    - ii. Preproduction
      - 1. VaAacVclAppPpd PreProduction Application Service Account
      - 2. VaAacVclRptROPpd PreProduction Reporting Service Account
    - iii. Production
      - 1. VaAacVclAppPrd Production Application Service Account
      - 2. VaAacVclRptROPrd Production Reporting Service Account

CHECK APPROPRIATE BOX		NAME OF FUNCTIONAL TASK CODES; PROFILES, WEB SERVERS; UNIX ACCOUNTS; DATABASE OR OTHER	DEFINE LEVEL OF ACCESS REQUESTED OR CONCURRING SYSTEM MANAGER OF RECORD (SMR) DESIGNEE SIGNATURE AND TITLE (ffraguird)	
ADD	DELETE	ACCESS		
×		Create the following Service Accounts:	These accounts will be user by the Application and Reporting tools to access data	
×		VaAacVclAppDev	Development Application Service Account	
×		VaAacVclAppPpd	PreProduction Application Service Account	
×		VaAacVclAppPrd	Production Application Service Account	
×		VaAacVclRptRODev	Development Reporting Service Account	
×		VaAacVclRptROPpd	PreProduction Reporting Service Account	
×		VaAacVclRptROPrd	Production Reporting Service Account	

- 2. Submit request to grant permissions to the Security Groups created: <u>This function is</u> <u>complete for Development</u>
  - a. Granting permissions to these groups allow the application to connect to the database. Permissions and titles are specific to the environment, including the actual names of the database. These must be completed after the databases have been created.
  - b. Permissions Created so far:
    - i. Dev
      - 1. VaAacVclAppDev
        - a. Grant read/write access to DB NationalSuicideHotline\_Test on VAAUSSQL1A
        - b. Grant read/write access to DB NationalSuicideHotline Test1 on VAAUSSQL1A
      - 2. VaAacVclRptRODev
        - a. Grant read only access to DB NationalSuicideHotline\_Test on VAAUSSQL1A
        - b. Grant read only access to DB NationalSuicideHotline\_Test1 on VAAUSSQL1A

	3. ACCESS REQUESTED				
CHECK APPROPRIATE BOX		NAME OF FUNCTIONAL TASK CODES; PROFILES, WEB SERVERS; UNIX ACCOUNTS; DATABASE OR OTHER	DEFINE LEVEL OF ACCESS REQUESTED OR CONCURRING SYSTEM MANAGER OF RECORD (SMR) DESIGNEE SIGNATURE AND TITLE ((Transitied)		
ADD	DELETE	ACCESS			
Х		Please create the SQL database account listed below for the VCL Dev System	ATTN: Windows SQL Admin		
Х		VaAacVc1RptRODev	Grant read only access to DB NationalSuicideHotline_Test on VAAUSSQL1A		
Х		VaAacVc1RptRODev	Grant read only access to DB NationalSuicideHotline_Test1 on VAAUSSQL1A		
X		VaAacVclAppDev	Grant read/write access to DB NationalSuicideHotline_Test on VAAUSSQL1A		
$\times$		VaAacVclAppDev	Grant read/write access to DB NationalSuicideHotline_Test1 on VAAUSSQL1A		

### 2.2. System Backup

Austin Information Technology Center (AITC) system backup procedures include the following:

- Backing up the system
- VMWARE Consolidated BACKUP
- Request snapshot of entire server image. Snapshots are only completed upon request and are deleted after eight hours.
- Backup of the database

*Note:* Full backups are performed on the system every Friday. Differential backups are performed daily.

### 2.3. Retrieving Files from Staging Areas

#### 2.3.1. Database Staging Area

The VCL Development team drops files for the Dev and PPD instance here: vaausvclapp80\vcl. Production Data Transfer will be handled according to protocols defined in a separate "Data Transfer Agreement."

### 2.3.2. Application Staging Area

The VCL Development team drops files for the application server here: vaausvclapp80\vcl.

# 3. Installation Prerequisites

The following preinstallation requirements apply for users who are installing VCL:

- Windows server needs to be installed on to the target environment.
- The environment will vary based on utilization (PPD).
- Technical Manager / Configuration Manager has submitted all the firewall rules.
- Sufficient disk space is available on the application server as specified by AITC
- Database Administrator has approved 9957's to create application accounts and roles
- Microsoft Web Service Extension 3.5
- Microsoft .Net Framework 4.0, which can be downloaded from <a href="http://www.microsoft.com/en-us/download/details.aspx?id=17718">http://www.microsoft.com/en-us/download/details.aspx?id=17718</a>.
- IIS 7
  - MDWS can be installed in a new virtual directory.
- MDWS installation reference, located at <u>http://vaww.oed.portal.va.gov/projects/vet\_crisis\_line\_enhancements/Library/User%20Docume\_ntation%20and%20National%20Release/mwvs2\_0ig.doc.</u>
- Windows Server 2008 with IIS 7.0.
  - o Install Microsoft .NET 3.5.1
  - Install Static Content
- A shared SQL Server Database is to be utilized. Here are the desired version specifics:
  - Database Version 10.0.1600.22 (Note, this is the SQL Server 2008 Non-R2 version)
- The SQL Server Management Studio is will be installed on the PPD Servers. Here are the version specifics:

Microsoft SQL Server Management Str ((SQL_PreRelease).080709-1414)	udio 10.0.1600.22
<ul> <li>Microsoft Data Access Components (M (win7sp1_rtm.101119-1850)</li> </ul>	1DAC) 6.1.7601.17514
Microsoft MSXML	2.6 3.0 4.0 5.0 6.0
• Microsoft Internet Explorer	9.10.9200.16750

Microsoft .NET Framework	2.0.50727.5472
Operating System	6.1.7601

- SQL Server Reporting Services (SSRS) is to be installed on an application server. In the PPD instances, this will be installed on the only Application Server. In PRD, this should be installed on a server selected based on load balancing needs. The SSRS version as well as the Business Intelligence Development Studio version details are listed below:
  - Microsoft Visual Studio 2008 Version 9.0.30729.1 SP
  - Microsoft .NET Framework Version 3.5 SP1
  - Installed Edition: IDE Standard
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB945282)
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB946040)
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB946308)
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB946344)
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB946581)
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB947173)
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB947540)
  - Hotfix for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB947789)
  - Security Update for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB2251487)
  - Security Update for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB2669970)

- Security Update for Microsoft Visual Studio 2008 Shell (integrated mode) ENU (KB972222)
- SQL Server Analysis Services
- Microsoft SQL Server Analysis Services Designer
- Version 10.50.4260.0
- SQL Server Integration Services
- Microsoft SQL Server Integration Services Designer
- Version 10.0.1600.22 ((SQL\_PreRelease).080709-1414)
- SQL Server Reporting Services
- Microsoft SQL Server Reporting Services Designers
- Version 10.0.1600.22

### 3.1. SSL Setup

The VCL will provide PII information. To be complaint with government, VCL will encrypt all communication between client browser and server.

VCL has a total of three web sites. One requires a signed certificate. The SSL web site will have three sub-sites, which will be the three VCL web applications.

AITC will take responsibility for the SSL setup.

REDACTED Pre-Prod REDACTED Prod Prod REDACTED

### 3.2. General VCL Installation Flow

The following flow diagram illustrates an overview of the basic information flow of the application. This installation does not include the VistA servers, only verifying the MDWS-VistA connection.





#### **IIS Installation Settings**

- 1. Verify IIS is installed with default settings with the following exceptions:
  - a. Install Microsoft .NET 3.5.1
  - b. Install Static Content
  - c. Install Web Services Enhancements 3.0
  - d. Verify the ASP.NET Session State Service is set to a startup type of Automatic, and is running.

File Action View	Help						
Þ 🔿   🗖   🍳 🛛	👌 🛛 📷 🕨 🕨 💷 💷 🕩						
🗼 Services (Local)	🔕 Services (Local)						
	Select an item to view its description	Name A	Description	Status	Startup Type	Log On As	
	Sect an ten to new is description	Adaptive Log Exporter (ALE)		Started	Automatic	Local System	
		Application Experience	Processes		Automatic	Local System	
		Application Host Helper Service	Provides a	Started	Automatic	Local System	
		Application Identity	Determines		Manual	Local Service	
		Application Information	Facilitates		Manual	Local System	
		Application Layer Gateway Service	Provides s		Manual	Local Service	
		Application Management	Processes i		Manual	Local System	
		ASP.NET State Service	Provides s	Started	Automatic	Network S	
		Background Intelligent Transfer Service	Transfers f	Started	Automatic	Local System	
		🎑 Base Filtering Engine	The Base F	Started	Automatic	Local Service	
		🧛 BES Client	Facilitates	Started	Automatic (D	Local System	
		BESClientHelper	A process t	Started	Automatic	Local System	
		🔍 CA APM PerfMon Collector Service		Started	Automatic	Local System	
		🍓 CA Configuration Automation Agent	Light-weig	Started	Automatic	Local System	
		🔍 CA Message Queuing Server	Provides M	Started	Automatic	Local System	
		🔍 CA SystemEDGE	Premier SN	Started	Automatic	Local System	
		🎑 Certificate Propagation	Copies use	Started	Manual	Local System	
		🔍 CNG Key Isolation	The CNG k	Started	Manual	Local System	
		💁 COM+ Event System	Supports S	Started	Automatic	Local Service	
		🖏 COM+ System Application	Manages t		Manual	Local System	
		🔍 Computer Browser	Maintains a		Disabled	Local System	
		🔍 Credential Manager	Provides s		Manual	Local System	
		🖏 Cryptographic Services	Provides fo	Started	Automatic	Network S	
		🎑 DCOM Server Process Launcher	The DCOM	Started	Automatic	Local System	
		🎑 Desktop Window Manager Session Manager	Provides D	Started	Automatic	Local System	
	1	OHCP Client	Registers a	Started	Automatic	Local Service	
	1	🔍 Diagnostic Policy Service	The Diagno	Started	Automatic	Local Service	
	1	🔍 Diagnostic Service Host	The Diagno		Manual	Local Service	
	1	💁 Diagnostic System Host	The Diagno		Manual	Local System	

5	Web Server	Installed
-	Common HTTP Features	Installed
-	Static Content	Installed
*	Default Document	Installed
_	Directory Browsing	Not installed
	HTTP Errors	Not installed
	HTTP Redirection	Not installed
	WebDAV Publishing	Not installed
*	Application Development	Installed
2	ASP.NET	Installed
*	.NET Extensibility	Installed
	ASP	Not installed
	CGI	Not installed
*	ISAPI Extensions	Installed
*	ISAPI Filters	Installed
	Server Side Includes	Not installed
	Health and Diagnostics	Not installed
	HTTP Logging	Not installed
	Logaina Tools	Not installed
	Request Monitor	Not installed
	Tracing	Not installed
	Custom Logging	Not installed
	ODBC Logging	Not installed
-	Security	Installed
1000	Basic Authentication	Not installed
	Windows Authentication	Not installed
	Digest Authentication	Not installed
	Client Certificate Mapping Authentication	Not installed
	IIS Client Certificate Mapping Authentication	Not installed
	URL Authorization	Not installed
*	Request Filtering	Installed
23	IP and Domain Restrictions	Not installed
	Performance	Not installed
	Static Content Compression	Not installed
64272	Dynamic Content Compression	Not installed
*	Management Tools	Installed
*	IIS Management Console	Installed
	IIS Management Scripts and Tools	Not installed
	Management Service	Not installed
	IIS 6 Management Compatibility	Not installed
	IIS 6 Metabase Compatibility	Not installed
	IIS 6 WMI Compatibility	Not installed
	IIS 6 Scripting Tools	Not installed
	IIS 6 Management Console	Not installed

Figure 2: VCL Installed Components

#### **IIS Installed Components**

Add Features Wizard	ress
Features Confirmation Progress Results	The following roles, role services, or features are being installed:           .NET Framework 3.5.1 Features           Windows Process Activation Service
	Initializing installation

Figure 3: VCL Add Features Wizard

#### **IIS Additional Components**

<b>etup Type</b> Choose the setup ty	pe that best suits '	your needs.		C
Please select a setup	) type:			
Runtime	Installs the runtin	ne files only.		
C Administrator	Runtime install pluscenario where t	us standalone tools he tools are needed	. Suitable for a dep d for configuration.	oloyment
C Developer	Adminstrator inst .NET Framework required to view required to build	all plus documentat SDK 2.0 or Microso the documentation and run the sample	tion and samples. M ft Visual Studio 200 . Microsoft Visual S :s.	1icrosoft )5 are tudio 2005 is
C Visual Studio Developer	Developer install 2005 is required l	plus Visual Studio T for this installation I	ools. Microsoft Visu type.	ual Studio
C Custom	Choose which pro will be installed. F	ogram features you Recommended for a	u want installed and advanced users.	l where they
allShield				
		< Back	Next >	Capcel

Figure 4: VCL Installing Web Services Enhancements 3.0 – select Runtime option



Figure 5: Installing Web Services Enhancements 3.0 – Click Finish to complete installation

#### Locate VCL Code

 The VCL code will be uploaded onto the dev server in the location vaausvclapp80\vcl\vcl-####.zip. It will be in an archive, with a naming convention that identifies the version, and when unpacked will have a directory structure similar to the following:

🕌 E:\VCL						_ [		
🚱 🕞 🗸 🗸 Computer + Data (E:) + VCL + 🛛 🕈 🖬 Search VCL								
File Edit View Tools H	lelp							
Organize 🔻 🛛 Include in libra	ary 🔻 Share with 👻 New folder			3==	•		?	
🚖 Favorites	Name *	Date modified	Туре	Size				
🧮 Desktop	鷆 CrisisCenter	3/10/2014 11:47 AM	File folder					
Downloads	📙 CrisisCenterAdmin	2/14/2014 11:31 AM	File folder					
🔚 Recent Places	퉬 CrisisCenterAdminDev	3/10/2014 3:37 PM	File folder					
🦰 Libraries	퉬 CrisisCenterResponse	2/14/2014 11:32 AM	File folder					
Documents	🄑 Logs	3/19/2014 3:52 PM	File folder					
J Music	퉬 MDWS	4/22/2014 2:46 PM	File folder					
📔 Pictures	퉬 Scripts	3/7/2014 12:39 PM	File folder					
🚼 Videos	引 VCL-1.0.1.1.zip	2/4/2014 2:27 PM	Compressed (zippe	52,367 KB				
Computer System (C:) App (D:) Data (E:) Network								
8 items State:	🐉 Shared							

Figure 6: Unpack VCL Code Archive

Unpack the VCL code archive to E:\VCL. The folder structure should look similar to the following:

#### Create and set up VCL web sites

3. Open IIS Manager.



Figure 7: IIS Manager

- 4. In IIS Manager, go to IIS -> Authentication
- 5. Select "Anonymous Authentication" then select "Edit"
- 6. Under the "Edit Anonymous Authentication Credentials" window, make sure "Application Pool Identity" is selected.
- 7. Rename default site to server website name.
- 8. There are three applications to be created under the server website name. Right-click the server website name, and select "Add Application"

Please note that the creation of the web sites will also create the application pools, which is detailed in step b under the creation of each web application (steps 5, 6, and 7).

- 9. Fill in the following information for the CrisisCenter web application:
  - a. Site name: CrisisCenter
  - b. Application pool: CrisisCenter
  - c. Physical path: E:\VCL\CrisisCenter
- 10. Fill in the following information for the Response web application:
  - a. Site name: Response
  - b. Application pool: Response
  - c. Physical path: E:\VCL\CrisisCenterResponse

- 11. Fill in the following information for the Admin web application:
  - a. Site name: Admin
  - b. Application pool: Admin
  - c. Physical path: E:\VCL\CrisisCenterAdmin
- 12. IIS Manager should look similar to the following when you are done:



Figure 8: VCL Site Breakout

Internet Information Services (IIS) Manage	rr ▶ vawwind yel aas valoov	
File View Help	Yummippu Yunauli Yulgov	
File View Help  Connections  Start Page View View (AAC\vaaacmosien0)  Application Pools  Stats  View View ypd vcl.aac.va.gov  Admin  Ad	Vaww.ppd.vcl.aac.va.gov Home         Filter:       Image: Comparison of the second	Actions Explore Edit Permissions Edit Site Bindings Basic Settings View Applications View Virtual Directories Manage Web Site Start Start Stop Browse Web Site Browse Web Site Browse Web Site Browse Web Site
	IIS         Authentication       Default       Handler       Image: Construction of the co	Browse *:443 (https)     Advanced Settings      Configure Limits      Help Online Help

Figure 9: VCL Site Breakout Expanded

#### **Require SSL**

- 13. Add the HTTPS bindings to the website certificate using whatever process you have in place to accomplish this.
- 14. Select the newly created website, then double-click SSL Settings. Select Require SSL, and click Apply.





#### **Modify application pools**

15. In IIS Manager, click Application Pools

Nation Services (II)	5) Manager						
VAAUSVCLAPP80	<ul> <li>Application Pools</li> </ul>						🗾 🔛 🗠 🟠 I 😢 🗝
File View Help							
Image: New Press         Connections         Start Page         VAUXSVCLAPP80 (VHAMASTER\VHA)         Application Pools         Sites         Vaux.dev.vcl.aac.va.gov         Admin         Aspnet_client         CrisisCenter         MDWS         Presponse	Application	on Pools and manage t in one or mor Stopped Stopped Stopped Started Started Started Started Started Started Started Started	he list of applica e applications, a Go ~ 🕁 Show .NET Frame v4.0 v2.0 v2.0 v2.0 v2.0 v2.0 v2.0 v2.0 v2	tion pools on the ser and provide isolation All Group by: No Managed Pipeli Integrated Classic Classic Classic Classic Classic Integrated Integrated	ver. Application pools arr among different applicati o Grouping Identity ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden	e associated with ions. Applications 0 0 0 1 1 1 1 1 1 1	Actions Add Application Pool Set Application Pool Defaults Help Online Help
Ready							· · · · · · · · · · · · · · · · · · ·

**Figure 11: Application Pools** 

- 16. Double-click the CrisisCenter application pool, and change the Managed Pipeline Mode from Integrated to Classic. Click "OK" when done
- 17. Double-click the Response application pool, and change the Managed Pipeline Mode from Integrated to Classic. Click "OK" when done
- 18. Double-click the Admin application pool, and change the Managed Pipeline Mode from Integrated to Classic. Click "OK" when done

R≢Internet Information Services (IIS) Manager								
🚱 💿 👔 🔸 VAAUSVCLAPP80 🔸 Application Pools								
File View Help								
File       View       Help         Connections       Image: Start Page         VAAUSVCLAP980 (VHAMASTER\VHA)         Image: Start Page         Image: VaAUSVCLAP980 (VHAMASTER\VHA)         Image: VaAUSVCLAP980 (VHAMASTER\VHA)	Application	n Pools nd manage th one or more Stopped Sto	ne list of applications, and applications, and interference v4.0 v4.0 v2.0 v2.0 v2.0 ? ×	n pools on the serv d provide isolation ai Managed Pipeli Integrated Classic Classic Classic Classic Itegrated Integrated Integrated	er. Application pools are nong different applicatio Srouping Identity ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden ApplicationPoolIden	associated with ns. Applications 0 0 1 1 1 1 1	Act	tions Add Application Pool Set Application Pool Defaults Application Pool Tasks Start Stop Recycle Edit Application Pool Basic Settings Recycling Advanced Settings Rename Remove View Applications Help Online Help
	Start applicatio	n pool immedi	ately			Þ		
Ready		ОК	Cancel					•1.:

Figure 12: Edit Application Pool settings

#### CrisisCenter application pool permissions to the appropriate file system folder

19. Give the CrisisCenter application pool file system permissions to access the CrisisCenter code. Open Windows Explorer, navigate to E:\VCL\, right-click the CrisisCenter folder, select Properties, and select the Security tab.



Figure 13: CrisisCenter Properties

20. Click the Edit button, then click Add.

CL.			_ 🗆 🗵	l	
) - 📔 - Compute	er 🕶 Data (E:) 🖛 VCL 📼	👻 🚺 Search VCL	2		
idit View Tools	Help				
ize 🔻 🍋 Open 🗄	Include in library 👻 Share with 👻 Nei	folder	)= 🔹 🛄 🔞		
avorites	Name ^	Date modified Type	Size	1	
Desktop	🕌 CrisisCenter	3/10/2014 11:47 AM File folder			
Downloads	🖟 CrisisCenterAdmin 👔 CrisisCent	er Properties 🗙			
Recent Places	CrisisCenterAdminDe	aring Security Previous Versions Customize			
ibraries	CrisisCenterRespon:	Evene :			
Documents	🕌 Logs 🔛 Perr	issions for CrisisCenter	×		Actions
Music	Select	Jsers, Computers, Service Accounts, or Groups	? 🗙		Explore
Pictures	Selec	this object type:			Edit Cito
videos	Users	, Groups, or Built-in security principals	Dbject Types		Bindings
Computer	Erom	nis location:		🐴 🛛	Basic Settings
System (C:)	T aac.o	va.va.gov	Locations	.NET Trust	View Applications
App (D:)	E Enter	he object names to select ( <u>examples</u> ):		Levels	View Virtual Directories
, Data (E:)			Gheck Names		Manage Web Site
Vetwork				Session State	🗢 Restart
		vanced	Cancel		▶ Start
					- Stop
	E Fu	I control			Browse Web Site
	F M				<ul> <li>vaww.crisiscenter.dev.vcl.aac .va.gov on *:80 (http)</li> </ul>
CrisisCenter D	Nate modified: 3/10/2014 11:4	tolder contents			Advanced Settings
u me rolder	B	a 🗌 🔤 🖡			Configure
	Lear	about access control and permissions			Limits
		OK Cancel Anote			😢 Help 🗾
	Ready	CancelApply			• <u>1.</u>

Figure 14: Permissions for CrisisCenter

21. Click Locations, and select the IIS server hosting the VCL code.



Figure 15: Locations

22. Click OK. Under "Enter the object names to select", type "IIS APPPOOL\CrisisCenter" for the CrisisCenter website.

e Edit View Tools Help rganize ▼ 🧊 Open Include in library ▼ Share with Name ↑	New folder     Date modified Type	i≣ ▼ 🔝 😧	
Parknes     Destarpo     CrisisCenter     CrisisCenterAmpo     Cris	3/10/2014 11:47 AM     File folder       risisCenter Properties     X       risisCenter Properties     X       risisCenter Properties     X       risisCenter Properties     X       risisCenter     Latomize       Permissions for CrisisCenter     X       Select this object type:     Utens: Group, or Buildin security principals       Dom this location:     VALISVCLAPP80       Enter the object names to select (examples)     IIS APPPOOL\CrisisCenter       Full control     Advanced       Vertice     Control       Mody     Control       Index control     Control       List tode contents     Control       List tode contents     Control       List tode contents     Control	X PX Object Types. Locations Cancel	Actions Actions Edit Permissions Edit Site Basic Settings Wew Applications Wew Applications Wew Applications Wew Applications Wew Applications Manage Web Site Browss Browss Browss Browss Browss Configure Linits Division

Figure 16: Enter the Object Names to Select

23. Click Check Names to verify your entry was correct. If so the text you entered will change to the name of the appropriate application pool.

🗟 VaAusVCLApp80 - Remote De	esktop Connection	And Some South State	p. Marriel States		
E:\VCL					
😋 🗇 📕 🗸 Computer	▼ Data (E:) ▼ VCL ▼	👻 🔄 Search VCL	<u>.</u>		
File Edit View Tools He	d):				
Organize 🔻 🛜 Open Ini	clude in library 👻 Share with 👻 New folder		iii 🔹 🔟 🔞		
🔆 Favorites	Name ^	Date modified Type	Size		
📃 Desktop	] CrisisCenter	3/10/2014 11:47 AM File folder		· · · ·	
Downloads	🕌 CrisisCenterAdmin 📗 CrisisCenter Pro	perties 🗙			🔄 🖂 🔄 L 🕢 🔹
Receix Hates	General Sharing	Security Previous Versions Customize			
🥽 Libraries	Logs	Neuerie .	ज	Actions	
Documents	MDWS2.8.12aa Select Users	s for UnisisCenter	2 2	🔉 Explore	<u> </u>
Pictures	Scripts	inst huse		- 📰 - Edit Per	missions
Videos	Users, Group	s, or Built-in security principals	Qbject Types	A Edit Sit	te in the second se
Computer	Erom this loca	tion:		Bindings	i ettings
System (C:)		PP80	Locations	NFT Trust View Ap	plications
App (D:)	E Enter the obj	ct names to select ( <u>examples</u> ):		Levels View Vir	tual Directories
👝 Data (E:)	CrisisCenter		Check Names	Manage W	eb Site 📀
🙀 Network				Session State	
· ·	Advanced		Cancel	Start	
				Browse	e Web Site
	L Full contr	» <u> </u>		Browse	niciscantes deu uni par
CrisisCenter Date	modified: 3(10/2014 11:4 C Read & e			.va.gov	on *:80 (http)
File folder	List folder	contents		Advano	ed Settings
	Head			Configu	are
	Learn about	access control and permissions		Help	
	Ready	OK Cancel Apply			• • • • • • • • • • • • • • • • • • •

Figure 17: Check Names



24. Click OK. Leave the default permissions granted to the application pool account.

Figure 18: Default Permissions

25. Click OK until all folder property windows are closed.

#### Admin application pool permissions

- 26. Give the Admin application pool file system permissions to access the Admin code. Open Windows Explorer, navigate to E:\VCL\, right-click the CrisisCenterAdmin folder, select Properties, and select the Security tab.
- 27. Click the Edit button, then click Add.
- 28. Click Locations, and select the IIS server hosting the VCL code.
- 29. Click OK. Under "Enter the object names to select", type "IIS APPPOOL\Admin" for the Admin website.
- 30. Click Check Names to verify your entry was correct. If so the text you entered will change to the name of the appropriate application pool.
- 31. Click OK. Leave the default permissions granted to the application pool account.
- 32. Click OK until all folder property windows are closed.

#### **Response application pool permissions**

- 33. Give the Response application pool file system permissions to access the Response code. Open Windows Explorer, navigate to E:\VCL\, right-click the CrisisCenterResponse folder, select Properties, and select the Security tab.
- 34. Click the Edit button, then click Add.
- 35. Click Locations, and select the IIS server hosting the VCL code.
- 36. Click OK. Under "Enter the object names to select", type "IIS APPPOOL\Response" for the Response website.
- 37. Click Check Names to verify your entry was correct. If so the text you entered will change to the name of the appropriate application pool.
- 38. Click OK. Leave the default permissions granted to the application pool account.
- 39. Click OK until all folder property windows are closed.

#### Web site IIS authentication pass-through settings.

40. In IIS Manager, select the CrisisCenter virtual directory. Under IIS in the center of the IIS Manager, select Authentication. Under Actions on the right hand side of the IIS Manager, select Basic Settings.



Figure 19: IIS Manager, CrisisCenter Virtual directory

41. Click Connect As.

RegInternet Information Services (IIS) Manager	
C C S C AAUSVCLAPP40 > Sites > vaww.ppd.vcl.aac.va.gov > CrisisCenter >	📴 🖂 🌘 🗸
File View Help	
Connections Start Page VAAUSVCLAPP40 (VHAMASTER/VHAISHKIT Application Pools Stes VaAUSVCLAPP40 (VHAMASTER/VHAISHKIT Application Pools VaAUSVCLAPP40 (VHAMASTER/VHAISHKIT Application pools VaAUSVCLAPP40 (VHAMASTER/VHAISHKIT Advant	Actions       Open Feature       Explore       Edit Permissions       Basic Settings       View Virtual Directories       Manage Application       Browse *:80 (http)       Browse *:80 (https)       Advanced Settings       Weip       Online Help
Features View     Content View	<b>6</b> 3.
Roday	<b>1</b> .::

#### Figure 20: Edit Application

42. Select "Application user (pass-through authentication).

≷≢Internet Information Services (IIS) Manager	_ 🗆 🗙
COC ALAUSVCLAPP40 > Sites > vaww.ppd.vcl.aac.va.gov > CrisisCenter >	🖸 🛛 🖄 I 🕡 🗸
File View Help	
Connections Start Page VAUJSVCLAPP40 (VHAMASTER/WHATSHKIN Application Pools Stes Admin Admin Admin Admin Connect As Stes Admin Connect As Path credentials: CrisisCenter Path credentials: CrisisCenter Connect As Specific user: Exa Path credentials: CrisisCenter Connect As Connect As	Actions  Open Feature  Explore Edit Permissions  Basic Settings View Virtual Directories  Manage Application  Browse 4:90 (http)  Frowse 4:90 (http)  Advanced Settings  Help Online Help
ready	1.:

Figure 21: Connect As dialogue

43. Click OK on the "Connect As" window and the "Edit Application", which will return you to IIS Manager.

- 44. In IIS Manager, select the Admin virtual directory. Under IIS in the center of the IIS Manager, select Authentication. Under Actions on the right hand side of the IIS Manager, select Basic Settings.
- 45. Click Connect As.
- 46. Select "Application user (pass-through authentication).
- 47. Click OK on the "Connect As" window and the "Edit Application", which will return you to IIS Manager.
- 48. In IIS Manager, select the Response virtual directory. Under IIS in the center of the IIS Manager, select Authentication. Under Actions on the right hand side of the IIS Manager, select Basic Settings.
- 49. Click Connect As.
- 50. Select "Application user (pass-through authentication).
- 51. Click OK on the "Connect As" window and the "Edit Application", which will return you to IIS Manager.

#### Session state server set-up

52.

#### Web site set up verification

*Note*: *The following are links for pre-production and production environments:* 

#### Dev REDACTED

#### \_ \_ \_

PreProd/Test

#### REDACTED

Prod

#### REDACTED

There are sub-sites in each environment:

For example, vcl.aac.va.gov/admin, vcl.aac.va.gov/crisiscenter, vcl.aac.va.gov/MDWS, and vcl.aac.va.gov/response.

53. Test each site out to see if they work properly. You will get screens like the following if the sites are working:

A ttp://crisiscenter.test.vcl.orl D - C X	🥔 Crisis Center	×	123	2.3.4	- □ ×
Reports Menu PONS Form			<u>c</u>	risis center HOTLIF	וד
VISTA LOCIN Select VISN:	<b>A</b> * = required field <u>IF SUICIDE</u>	CUTE CARE RISK A	Assessment & Lo	g Sheet	E en All Panels
Login		RESP	ONSE INFO		¥
Lugou	Date/Time of call to hotline:	Phone Station/Line*	Responder Name <sup>*</sup>	Source of Call*	
VETERRN LOOKUP	Set Call Time 03/06/2014 11:02 AM EST			Select Source	-
Select State * Select Facility *		Pr	ank/Hangup Call		
Find Veteran Select Veteran		CAL	LER INFO		¥
	Caller Phone *		с	aller Name <sup>*</sup>	Caller Is Veteran
	Che	ok for Prev. Calls eck If International #			-

Figure 22: Crisis Center Hotline Login

Etest.vcl.orlando.med.va.gov/ P -	🖒 🗙 🧭 Crisis Center - Response: Vi 🗙	- <b>□ ×</b>
	0.00	crisis center
	VistA Login	
	Select VISN:	
	Select Site: Select Site	
	Access Code:	
	Login	
		~

Figure 23: CrisisCenter Response

Cris	is Center - Admin: VistA ×	1	
		crisis center	TOR
	VistA Login		
S	elect VISN:		
E	-Select VISN 🔻		
S	elect Site:		Ξ
A	ccess Code:		
C			
Vi L	erify Code:		
U	ser Type:		
C	R -		
	Login		-

Figure 24: CrisisCenter Administrator

### 3.3. MDWS installation

MDWS is the web service application that bridge the gap between VCL applications and VistA sites. Current version used 3.0.3.5. The installation file is provided.

Installation Steps:

- 1. Verify the .NET Framework 4.0 is installed on the server. If not then install it.
- 2. Obtain the MDWS files from **REDACTED**.
- 3. Extract archive to E:\VCL\MDWS.
- 4. Open IIS Manager and select Application Pools.
- 5. Create an application pool with the following parameters:

Edit Application Pool	? ×
Name:	
MDWS	
.NET Framework version:	
.NET Framework v4.0.30319	-
Managed pipeline mode:	
Integrated	
Start application pool immediately	
OK Cance	el

- 6. Under Sites, right click the server website name and select Add Application.
- 7. Fill in the following information for the MDWS web application:
  - a. Site name: MDWS
  - b. Application pool: MDWS
  - c. Physical path: E:\VCL\MDWS
- 8. Set up the session state server for MDWS by going to the server website/MDWS Home > ASP.NET, then double-click Session State.
- 9. Under Session State, select In Process, and then click Apply
- Give the MDWS application pool file system permissions to access the MDWS code. Open Windows Explorer, navigate to E:\VCL\, right-click the MDWS folder, select Properties, and select the Security tab.
- 11. Click the Edit button, then click Add.
- 12. Click Locations, and select the IIS server hosting the MDWS code.

- 13. Click OK. Under "Enter the object names to select", type "IIS APPPOOL\MDWS" for the MDWS website.
- 14. Click Check Names to verify your entry was correct. If so the text you entered will change to the name of the appropriate application pool.
- 15. Click OK. Leave the default permissions granted to the application pool account.
- 16. Click OK until all folder property windows are closed.
- 17. Once completed, test it going to https://localhost/MDWS/CallService.asmx in a browser on the server.

🖉 CallService Web Service - Windows Internet Explorer			
C C V File https://localhost/MDWS/CallService.asmx	🗾 😵 Certificate Error	🗟 🗲 🗙 🔂 Google	<b>₽</b> •
😭 Favorites 🛛 🙀 🖉 Web Slice Gallery 👻			
CallService Web Service		🏠 🕶 🔝 👻 🚍 🖛 💌 Page 🕶	Safety 🕶 Tools 👻 🔞 🕶
CallService			<u> </u>
The following operations are supported. For a formal definition, please review the S	ervice Description.		
addDataSource     Add a data source for this session			
<u>closeNote</u> Close a note.			
<u>connect</u> Connect to a single VistA system			
<u>cprsUserLookup</u> Lookup a CPRS-enabled user			_
<ul> <li>disconnect Disconnect from all connected Vista systems.</li> </ul>			
<u>getAdmissions</u> Get selected patient's admissions			
<u>getCitiesInState</u> Get VHA sites by states			
<u>getConsultsForPatient</u> Get patient's current consults.			
<u>getLocations</u> Get a VistA's hospital locations (clinics, etc.).			
<u>getMDWSVersion</u> Get MDWS Version			
getNearestFacility     Get VHA sites by states			
getNoteTitles     Get a VistA's TIU note titles.			
Done		६ Local intranet   Protected Mode: Off	√a + € 100% + //

#### **Obtaining the VCL Installation Files**

- The VCL application code will be provided in a ZIP archive. This archive is to be unpacked in the directory that will host the three websites needed for VCL: Hotline, Response, and Admin. The lead developer of the VCL team will have the location of the archive of the code files. These files will be uploaded into vaausvclapp80/vcl into a file name that includes software version information
- The VCL database installation is performed by restoring from a SQL Server backup file. The details regarding file name and location should be available with the Database Administrator. (Dev and PPD data exports will be uploaded into

vaausvclapp80\vcl. PRD data transfer will be accomplished according to the separate Data Transfer Agreement.)

Perform a restore for the VCL database, using the appropriate backup file. A sample restore statement is provided below:

```
RESTORE DATABASE [NationalSuicideHotline_PreProd] FROM
DISK = N'C:\0_VCL\TEMPDB-Backup'
WITH FILE = 1,
MOVE N'NationalSuicideHotline' TO
N'C:\0_VCL\PreProd\NationalSuicideHotline_PreProd_dat.mdf',
MOVE N'NationalSuicideHotline_log' TO
N'C:\0_VCL\PreProd\NationalSuicideHotline_PreProd_log.ldf',
NOUNLOAD,
STATS = 10
GO
```

### 3.4. System Requirements

Storage requirements for installation:

Type of Data	Size
Applications	< 5MB
Help Files	< 1MB

Sites should reserve 1KB of storage space per observation for data that will accumulate. The vast majority of growth will occur in the OBS file (#704.117).

The following describes the installation environment for on the VistA client workstation:

- Workstations must be running under Windows. Refer to <a href="http://vaww.vairm.vaco.va.gov/vadesktop">http://vaww.vairm.vaco.va.gov/vadesktop</a> for additional information on VA standard desktop configurations.
- Remote Procedure Call (RPC) Broker Workstation must be installed.
- The workstation must be connected to the local area network.
- Administrator privileges are needed on any machine on which CP Gateway Service is installed.

# 4. Backout Plan

This section outlines the back out procedures for VCL.

During installation of a new VCL baseline, if there are any issues with new baseline, the new baseline will be backed out and the system will be restored to the previous baseline.

In the event that a backout of the VCL installed code is needed, code should be rolled back to the last known working version. AITC will retrieve the tape backup of the last known good production version to reinstall. The database admin and system admin will determine the correct last working version to rollback to.

The following are the steps to back out VCL to its previous version:

- 1. Notify the **Remedy Help Desk REDACTED** and VCL application users about backout plan initiation.
- 2. When VCL is first deployed to AITC, a copy of the existing VCL install files will be placed at **vaausvclapp80**\vcl.
- 3. Disable user access to the VCL system while the back out procedures are in process.
- 4. Delete all of the VCL code from the following location where it was uploaded onto the dev server:

vaausvclapp80\vcl\vcl-2.0 build 21.zip (Build information is provided as an example.) The VCL code will be in an archive, with a naming convention that identifies the version, and when unpacked will have a directory structure similar to the following:

🕌 E:\VCL					_	
Computer	▼ Data (E:) ▼ VCL ▼		👻 🐼 Search VCL			2
File Edit View Tools H	lelp					
Organize 🔻 🛛 Include in libra	ary 🔻 Share with 👻 New folder			3==	-	?
🚖 Favorites	Name *	Date modified	Туре	Size		
🧫 Desktop	CrisisCenter	3/10/2014 11:47 AM	File folder			
鷆 Downloads	CrisisCenterAdmin	2/14/2014 11:31 AM	File folder			
🗓 Recent Places	CrisisCenterAdminDev	3/10/2014 3:37 PM	File folder			
<b>F</b>	CrisisCenterResponse	2/14/2014 11:32 AM	File folder			
Documents	Logs	3/19/2014 3:52 PM	File folder			
Music	MDWS	4/22/2014 2:46 PM	File folder			
	Scripts	3/7/2014 12:39 PM	File folder			
🛃 Videos	引 VCL-1.0.1.1.zip	2/4/2014 2:27 PM	Compressed (zippe	52,367 KB		
🖳 Computer						
🚢 System (C:)						
👝 App (D:)						
👝 Data (E:)						
👊 Network						
*						
8 items State:	👪 Shared					

Figure 25: Unpack VCL Code Archive

- 5. Rename the backup copied folders. Backup the VCL database on the dev server (vaaussql1a.)
- 6. Perform a full database backup of database "**NationalSuicideHotline\_Test**" on **vaaussql1a**.
- 7. Create an additional backup VCL folder at an additional location on **vaaussql1a** in case the VCL application needs to be backed out again.
- 8. Conduct system health checks of the VCL application.
- 9. Enable VCL application user access.
- 10. Notify the Remedy Help Desk (1-888-596-4357) and VCL users of successful backout.

# **5. Post Installation Instructions**

The AITC Build Manager will submit the needed access request forms (if not already submitted) for the environment. Where possible, a primary POC for each group of permissions being granted will be designated. The System and Database Administrators will complete the SDM tasks needed to grant access as required. The primary POC for each group should be contacted to verify access.

Note: This Install Guide Addresses the basic "vanilla" product.

After completing the instructions contained in this Guide, please apply the Patch in order to upgrade the product to the latest version. We need to include the all the Increment 3 upgrades.

Instructions for the Patch, along with the step-by-step database scripts, have been detailed in change order CO217347FY14.

# 6. Installing and Configuring the SQL Server Reports Server (SSRS) Component

This section is intended to provide a complete step-by-step walkthrough for installing and configuring the SQL Server Reports Server component, for the Veterans Crisis Line application.

### 6.1. Audience

The intended audience is the System and Database Administrators, and the VCL Manager at AITC.

### 6.2. Pre-Requisites

The following pre-requisites must be in place before all the steps outlined in this document can be completed:

- 1. Two security groups will need to be setup in the VA Active Directory:
  - VCL REPORTVIEWER and VCL REPORTMANAGER.

The Group creation process is as follows:

- First create the Group in the VA active directory
- Next create a *database login* for the Group, in the NationalSuicideHotline database
- Then create a *user* corresponding to the *login*, in the ReportServerDatabase.
- Finally, add the authorized individuals, as members of the group.
- Notes:
- a. The suffixes \_DEV and \_PPD must be added to these groups, in order to set them up for the Development and Preproduction environments respectively.
- B. Group membership is controlled through the AITC user creation process. A "VA 9957" security form must be processed for each member who is added to the group.
- 2. A "service account" will need to be setup for each environment:

(For the DEV, Pre-Prod and Prod databases, respectively)

- i. Dev
  - 1. VaAacVclAppDev Development Application Service Account
- 2. VaAacVclRptRODev Development Reporting Service Account ii. Preproduction
  - 3. VaAacVclAppPpd PreProduction Application Service Account

- 4. VaAacVclRptROPpd PreProduction Reporting Service Account iii. Production
  - 5. VaAacVclAppPrd Production Application Service Account VaAacVclRptROPrd - Production Reporting Service Account

The service account creation process is as follows:

- First create the account in the VA active directory
- Next create a *database login* in the NationalSuicideHotline database
- Then create a *user* corresponding to the login, in the ReportServerDatabase.
- Note: This account must have read-only access to all the tables in the VCL Database, EXCEPT for: HotlineCalls, HotlineCalls\_H, HotlineCallsDetails, HotlineCallsDetails\_H.

### 6.3. Configuring the Reports Server (Includes SSL)

1. From the Start Menu, select "run as Administrator" for the Reporting Services Configuration Manager.

Reporting Services Configuratio	n Connection	×
SQL Server 200 Reporting Services	08 R2	
Please specify a server name, click instance to configure.	the Find button, and select a report server	
<u>S</u> erver Name:	VAAUSVCLAPP80	<u>Fi</u> nd
Report Server Instance:	MSSQLSERVER	•
0	Connect	Cancel

Figure 26: Reporting Services Configuration Connection

Here are the steps to configure SSL on SSRS:

Log on to VCL APP server  $\rightarrow$  go to Reporting services configuration Manager, see below:

-

Internet Explorer (64-bit)
Internet Explorer
Windows Update
Accessories
Administrative Tools
CA
Maintenance
McAfee
Microsoft SQL Server 2008
🚉 Import and Export Data (32-bit)
🚉 Import and Export Data (64-bit)
😭 SQL Server Business Intelligence Developme
🍢 SQL Server Management Studio
Ъ Analysis Services 📃
Configuration Tools
🎇 Reporting Services Configuration Manac
🚟 SQL Server Configuration Manager
髋 SQL Server Installation Center (64-bit)
Documentation and Tutorials
퉬 Integration Services 📃 💌
<ul> <li>■ Back</li> </ul>
Search programs and files
🍂 🛃 🔁 😭 📑

Figure 27: Reporting Services Configuration Manager

Reporting Services Configuration Connection	×
Microsoft SQL Server 2008 Reporting Services	
Connect to a report server instance:	
Please specify a server name, click the Find button, and select a report server instance to configure.	
Server Name:	Find
Report Server Instance: MSSQLSERVER	
© Connect	Cancel

#### Figure 28: Specify a Server Name

Click Connect  $\rightarrow$  see the above figure.

Reporting Services Configuration M	anager: VAAUSYCLAPP80\M5SQLSERVER		-0
Reporting Services Confi	guration Manager		
Connect VAAUSVCLAPP80(MSSQLSERVER  Service Account Web Service URL  Database	Report Server Status Use the Reporting Services Con Manager. If you installed Report database, and the Report Mana Current Report Server SQL Server Instance: Instance ID: Follow:	iguration Manager tool to define or modify settings for the Report ing Services in Files-only mode, you must configure the Web servi per URL. MSSQLSERVER MSSQLSERVER MSSQLSERVER	Server and Report ce URL, the
Report Manager URL     E-mail Settings      Execution Account     Report Keys	Edition: Product Version: Report Server Database Name: Report Server Mode: Report Service Status:	ENTERPRISE EDITION 10.50.4033.0 VCLReportServer Native Started Stop	
L <sup>1</sup> ≟ Scale-out Deployment	Results		Сору
		4	oply Ext

Figure 29: Report Server Status

Select Web services URL from the left-hand pane. Add the SSL certificate and SSL port (see drop-down highlighted in yellow.)

Web Service URL	Report Server Web Service Virtual Directory:	Virtual Directory	
Database	Report Server Web Service	Site identification	
	IP Address:	All Assigned (Recommended)	
Report Manager URL	TCP Port:		
E-mail Settings	SSL Certificate:	vaww.dev.vdl.aac.va.gov	
Execution Account	SSL Port:		Advanced
P	Report Server Web Service	URLs	



. .

Click Advanced and add the following SSL Certificate information (highlighted in yellow below:)

Advanced Multiple Web Site	Configuration	×
Configure various id	lentities for the Report Server '	Web service.
Multiple HTTP Identities for	the Report Server Web Servic	e
IP Address	TCP Port	Host Header
۵dd	Bemove	Edit
	The life to the li	Edit
Multiple SSL Identities for th	e Report Server Web Service	
IP Address SSL St	5L Certificate Issu	ued To
(All IPv4) va	ww.dev.vcl.aac.va.gov_vaw	w.dev.vcl.aac.va.gov
(All IPv6)	ww.dev.vcl.aac.va.gov vaw	w.dev.vcl.aac.va.gov
Add	Bemove	E dit 1
0	OK	Cancel

Figure 31: SSL Certification Information

Select the Report Manager URL

service Account	3	Configure a UF additional para	RL to access Report Manager. Click Advanced to define multiple URLs, or to spec meters on the URL.	ify
Web Service URL	Report M	lanager Site Ideni rectory:	VCLReports	
Report Manager URL	URLs:		https://vaww.dev.vcl.aac.va.gov:+***WCLReports	Advanced

Figure 32: Add Report Manager URL

Click Advanced and add as shown below:

ancea Plaicipio	: Web Site C	onfiguration	
Configur	e various iden	tities for Report Manager.	
Multiple Identities	: for Report Ma	anager	
IP Address		TCP Port	Host Header
All Assigned			
		Damaua	E JA
Add		Remove	Edit
Add Multiple SSL Ider	ntities for Repo	Remove	Edit
Add Multiple SSL Ider IP Address	ntities for Repo	Remove ort Manager SSL Certificate	Edit Issued To
Add Multiple SSL Ider IP Address (All IPv4)	ntities for Repo	Remove ort Manager SSL Certificate vaww.dev.vcl.aac.va.go	Edit Issued To v vaww.dev.vcl.aac.va.gov
Add Multiple SSL Ider IP Address (All IPv4) (All IPv6)	ntities for Repo	Remove       ort Manager       SSL Certificate       vaww.dev.vcl.aac.va.go       vaww.dev.vcl.aac.va.go	Edit Issued To v vaww.dev.vcl.aac.va.gov v vaww.dev.vcl.aac.va.gov
Add Multiple SSL Iden IP Address (All IPv4) (All IPv6)	ntities for Repo	Remove       ort Manager       SSL Certificate       vaww.dev.vcl.aac.va.go       vaww.dev.vcl.aac.va.go	Edit Issued To v vaww.dev.vcl.aac.va.gov v vaww.dev.vcl.aac.va.gov
Add Multiple SSL Ider IP Address (All IPv4) (All IPv6)	ntities for Repo	Remove ort Manager SSL Certificate vaww.dev.vcl.aac.va.go vaww.dev.vcl.aac.va.go Remove	Edit Issued To v vaww.dev.vcl.aac.va.gov v vaww.dev.vcl.aac.va.gov Edit

Figure 33: UpdatingSSL Certificates

Click OK.

This will complete the SSL section of SSRS.

### 6.4. Defining the Reporting Web Project

On the Application server machine (APP80 in case of Dev) open Internet Explorer and go to the reporting services URL.

1. From the Reports Manager home page, create a *Datasource* named VCLDatasource.

🖉 Report Manager - Windows Internet Explorer	
C C F Attp://vaausvclapp80/VCLReports/Pages/Folder.aspx	💌 49 🗙 😫 Google 🖉 🖓 🔹
🚰 Favorites 🛛 🙀 🙋 Web Slice Gallery 🝷	
<i>(</i> € Report Manager	🏠 🔹 🔝 👻 🖃 🖶 👻 Bage 🔹 Safety 🔹 Tools 👻 🔞 🔹
SOL Server Reporting Services	Home   My Subscriptions   Site Settings   Help
	Search for:
Contents Properties	
🞬 New Folder 🛛 👫 New Data Source 🔓 Upload File 😭 Report Builder	Show Details
There are no items in Home. Click Help for more information about this page.	
	<u>~</u> ]
	६ Local intranet   Protected Mode: Off 🛛 🖓 👻 🔍 75% 👻 🏸

Figure 34: Create a Datasource

2. Select "Credentials stored securely in Reports Server".

Also check "Use as Windows Credentials when connecting..."

Note: AITC will need to type in the username and password for the service account in this section.

🖉 Report Ma	nager - Windows Internet I	ixplorer			
<b>GO -</b> [	🥖 http://vaausvclapp80/VCLF	teports/Pages/DataSource.aspx?ItemPath= 🔽 🐓 🗙 🕵 Google			
🔆 Favorites	👍 🙋 Web Slice Gallery 🕶				
🏉 Report Mar	nager	🟠 🔹 🗔 👻 🖃 🖶 🔹 Bage 🔹 Safety 🔹 Tools 🔹 🕢 -			
	SQL Server Reporting S	Services Home   My Subscriptions   Site Settings   Help			
🛉 🌵 🕴	Home > VCL Datasource	Search for:			
Properties	Dependent Items Subse	riptions			
	Name:	MCI Datasource			
General	Description:				
<u>Security</u>					
		☐ Hide in list view			
	Data Source Type:				
	Connection string:	Data Source=VAAUSSOL1A: Initial			
		Catalog=NationalSuicideHotline_Test			
	Connect using:				
	C Credentials su	upplied by the user running the report			
	Display the f	ollowing text to prompt user for a user name and password:			
	Type or enter a user name and password to access the data sour				
	🗖 Use as W	indows credentials when connecting to the data source			
	Credentials st	ored securely in the report server			
	User name:	AAC\VaAacVclRptRODev			
	Password:	•••••			
☑ Use as Windows credentials when connecting to the data source					
	🗖 Imperson	ate the authenticated user after a connection has been made to the data source			
	C Windows inte	grated security			
	C Credentials ar	e not required			
	Apply Move	Generate Model Delete			
Done		🗾 🔰 📢 Local intranet   Protected Mode: Off 🛛 🆓 🕶 🔍 100% 👻			

Figure 35: VCL Datasource

- 3. After the Datasource has been created, select it by clicking on it.
- 4. Click on Generate Model

Repor	t Manager - Window	rs Internet Explorer	×
$\Theta \odot$	🗢 🙋 http://vaausv	/clapp80/VCLReports/Pages/DataSource.aspx?ItemPath=%2fV 🔽 🦘 🔀 Google	
숨 Favori	ites 🛛 🚖 🙋 Web Sli	ice Gallery -	
6 Repor	rt Manager	🚹 🔻 🖾 👻 🖃 🛻 👻 <u>P</u> age 👻 <u>S</u> afety 👻 T <u>o</u> ols 👻 🕑	•
	SQL Server Reporting	g Services	
-	<u>Home</u> > VCLDatasource	Search for:	
Properties	DependentItems Subscri	tietens	
	Name:	VCLDatasource	
General Security	Description:	Integrated datasource for VCL Reports 🔄	
		V.	
		🗖 Hide in list view	
		🗹 Enable this data source	
	Data Source Type:	Microsoft SQL Server	
	Connection string:	Data Source=VAAUSSQL1A; Initial Catalog=NationalSuicideHotline_Test	
	Connect using:		
	C Credentials s	supplied by the user running the report	
	Display the	following text to prompt user for a user name and password:	
	Type or ent	cer a user name and password to access the data so	
	🗖 Use as W	Windows credentials when connecting to the data source	
	C Credentials s	stored securely in the report server	
	User name:		
	Password:		
	🗖 Use as W	Windows credentials when connecting to the data source	
	🗖 Impersor	nate the authenticated user after a connection has been made to the data source	
	Windows inte	agrated security	
	C Credentials a	are not required	
	Apply Move	Generate Model Delete	-
Done		🛛 🛛 🙀 Local intranet   Protected Mode: Off	

Figure 36: Generate Model

5. Create a new *Model* named VCLModel.

🖉 Report Manager - Windows Internet Explorer						_ 🗆 ×
COO V Attp://vaausvclapp80/VCLReports/Pages/I	DataSo	ource.a	spx?I	temPat	h=%2	62FV 💌 🐓 🗙 🔀 Google 🛛 🔎 🗸
🖕 Favorites 🛛 🚔 🔊 Web Slice Gallery 👻						
🔗 Report Manager						🏠 🔹 🔂 👻 🖃 🖶 👻 Bage 🔹 Safety 👻 Tools 👻 🕢 🖛
SQL Server Reporting Services						Home   My Subscriptions   Site Settings   Help
VCLDatasource						Search for: 🔁
Properties Decendent litems Subscriptions						
General Generate a new model for data source /VCLDat Name: VCLModel Description: Default model for VCL reports Location: / Change Location OK Cancel	asourc	· · · · · · · · · · · · · · · · · · ·				
Done						🔍 🙀 Local intranet   Protected Mode: Off

Figure 37: VCL Model

You must define the security, by adding role assignments and giving permissions.

- 6. To define the security, click on Site Settings.
- 7. Click New Role Assignment.
- 8. Add VCLREPORTMANAGER, as "System User" (allows Manager to see Report Builder link).

🌽 Report Mana	iger - Windows Internet Explorer			
<b>G - </b>	http:// <b>vaausvclapp80</b> /VCLReports/Pages/Settings.aspx?S	ielectedSubTabId=SecurityLinkID	🔽 🐓 🗙 8 Google	<b>₽</b> •
🖕 Favorites 🏻	🍰 🙋 Web Slice Gallery 👻			
🏉 Report Manag	ger land		🏠 • 🗟 • 🖃 🖶 • <u>P</u> age •	Safety + Tools + 🕢 +
			Home   My Subscriptions   S	ite Settings   Help 🔺
Si Si	QL Server Reporting Services ite Settings		Search for:	<b>→</b>
	🗙 Delete   🎥 New Role Assignment			
General	□ Group or User↓	Role(s)		
Schedules	Edit AAC\vaaacaminm	System Administrator		
Schedules	Edit AAC\VCLREPORTMANAGER_DEV	System User		
	Edit BUILTIN\Administrators	System Administrator		
				Ŧ
Done			६ Local intranet   Protected Mode: Off	🖓 🔹 🔍 100% 🔹 🌽

Figure 38: System User

Next, define the security for all the items that will be created.

- 9. Click the Home link, then Properties tab.
- 10. Click on New Role Assignment, add VCLReportManager and VCLReportViewer.

Manager gets Browser, Publisher and ReportsBuilder permissions. The Viewer group gets only Browser and Builder permissions.



Figure 39: New Role Assignment

Next, ensure that the Datasource cannot be modified by anyone.

- 11. Click on the Datasource, and select the Security tab.
- 12. Ensure that even the MANAGER role can only see (but not alter) this particular object.

This is called Item-level security.

🖉 Report Manager - Windows Internet Explorer	
COO V Attp://vaausvclapp80/VCLReports/Pages/	EditGroup.aspx?ItemPath=%2fVCLDatasource&GroupNan 💌 ఈ 🗙 🙎 Google
🖕 Favorites 🛛 👍 🙋 Web Slice Gallery 🕶	
<i> (</i> Report Manager	🚹 🔹 🔂 🗸 🖻 👘 🔹 Bage 🔹 Safety 🔹 Tools 🔹 🔞 🔹
	Home   My Subscriptions   Site Settings   Help 📐
SQL Server Reporting Services Edit Role Assignment	Search for:
AAC\VCLREPORTMANAGER_DEV to more that Select one or more roles to assign to the gi Role+ Description	n one role if you want to expand the task list.
🔽 Browser 🛛 May view fol	ders, reports and subscribe to reports.
🗖 Content Manager 🛛 May manage	content in the Report Server. This includes folders, reports and resources.
My Reports May publish folder.	eports and linked reports; manage folders, reports and resources in a users My Reports
🗖 Publisher 🛛 May publish	eports and linked reports to the Report Server.
Report Builder May view rep	ort definitions.
Apply Cancel Delete Role Assig	nment
Done	🔰 👘 🙀 Local intranet   Protected Mode: Off 👘 🖓 🔹 🕅

#### Figure 40: Edit Role Assignment

Similarly, you will want to override the inherited security for this item and set Item-level security for the Model as well:

- 13. Click on the Model, and select the Security tab.
- 14. Ensure that even the MANAGER role can only see (but not alter).

🖉 Report Manager - Wind	ows Internet Explorer
🕒 🗢 🖉 http://vaa	usvclapp80/VCLReports/Pages/Model.aspx?ItemPath=%2fVCLModel&Se 🔽 🔄 🔀 Google
🚖 Favorites 🛛 😭 💋 Wet	) Slice Gallery 🔹
🏀 Report Manager	👌 🛪 🔂 👻 🖃 👘 🔹 Page 🛪 Safety 🕶 Tools 🕶 🕢 🗸
SOL Server	: Reporting Services Home   My Subscriptions   Site Settings   Help 🔤
Home >	Search for:
VCLMod	el
Properties Dependent	Items
	🗙 Delete   🤡 New Role Assignment 🛛 🐴 Revert to Parent Security
<u>General</u>	Group or User 4 Role(s)
<u>Clickthrough</u>	Edit AAC\vaaacaminm     Browser, Content Manager, My Reports, Publisher, Report Builder
Model Item Security	Edit AAC\VCLREPORTMANAGER_DEV Browser, Report Builder
Security	Edit AAC\VCLREPORTVIEWER_DEV Browser, Report Builder
	Edit BUILTIN\Administrators     Content Manager
	×
Done	🛛 💦 📢 Local intranet   Protected Mode: Off 🛛 🖓 🔹 🔍 100% 🔹 🏸

Figure 41: Security

15. Also, check the "Hide in List View" flag for the model. This will prevent its accidental deletion by the end user.

🌈 Report Manager - Wind	dows Internet Explorer	×
	ausvclapp80/VCLReports/Pages/Model.aspx?ItemPath=%2fVCLModel 🔽 🐓 🗙 💈 Google	•
🚖 Favorites 🛛 🚔 🙋 We	eb Slice Gallery 🔹	
🔗 Report Manager	🚹 👻 🗔 👻 📑 🖶 Y Page 🖛 Safety 🖛 Tools 🕶 🕢	-
SQL Server Home > VCLMod	er Reporting Services Home   My Subscriptions   Site Settings   Help   Search for:	4
Properdes Dependent		
General	Modified Date: 3/26/2014 8:09 AM Modified Bv: VHAMASTER\VHAISPKALYARO	
<u>Data Sources</u> <u>Clickthrough</u>	Creation Date: 3/26/2014 8:09 AM Created By: VHAMASTER\VHAISPKALYAR0	
Model Item Security	Properties	
Security	Name: VCLModel	
	Description: New VCL Model	
	Model definition	
	Edit Update	
	Apply Delete Move Regenerate Model	
		-
Done	🔰 📄 👘 🔍 Local intranet   Protected Mode: Off 👘 🖓 100% 👻	11.

Figure 42: Properties

#### 6.4.1. Customizing the Site name:

Click on Site Settings, then General. Enter the following text: Veterans Crisis Line – Custom Reports.

Note: Append (DEV) or (TEST) for those environments respectively.

🖉 Report Mana	ager - Windows Internet Explorer
G 💽 🗸 🙋	http:// <b>vaausvclapp80</b> /VCLReports/Pages/Settings.aspx
🚖 Favorites 🏻	🗯 🔊 Web Slice Gallery 🕶
🏉 Report Manaç	ger 👌 🔹 🖻 🚽 Eage 🗉 Safety 🔹 Tools 🔹 🔞 🔹
Si Si	QL Server Reporting Services     Home   My Subscriptions   Site Settings   Help       ite Settings     Search for:
General <u>Security</u>	Properties
Schedules	© Keep an unlimited number of snapshots in report history © Limit the copies of report history: 10
	Report Execution Timeout C Do not timeout report execution © Limit report execution to the following number of seconds: 1800
	Custom Report Builder launch URL: URL:
	Apply
	🔹 👘 🖓 🗸 👘 🖓 🗸 👘 🖓 🗸 👘 🖓 🗸 👘

Figure 43: Veterans Crisis Line – Custom Reports

### 6.5. Reporting Services SSL Configuration

This has been covered in section 6.3

# 6.6. Uploading Previously Developed "Sample Reports" to the Server

On the report	e Application server machine (APP80 in case of Dev) open Internet Explorer and go to the ing services URL.
1.	The pre-defined reports are located in the following folder on VaAusVclApp80 (the Dev Application Server):
	E:\VCL\Scripts\Report_scripts
	At the Reports Manager home page, select <i>Upload File</i> and upload the .rdl report files one by one.
	Report Manager - Windows Internet Explorer
	Co V P http://vaausvclapp80/VCLReports/Pages/Folder.aspx
	🖕 Favorites 🛛 🍰 💋 Web Slice Gallery 👻
	🍘 🕫 🖉 🖉 🖉 🖉 🖉 🖓 🗸 🖉 👘 🕈 Bage + Safety + Tools + 🔞 +
	SQL Server Reporting Services Search for:
	Contents Projectics
	🕍 New Folder 🐐 New Data Source 🖕 Upload File 😫 Report Builder 🗮 Show Details
	ActiveDuty       Image: ActiveDuty         CallTrackingBvOrigination       ** VCLDatasource Integrated datasource for VCL Reports         Rescue Bv VISN Bv Site By Month Ivew       Integrated datasource for VCL Reports         UCLModel Default model for VCL reports       Default model for VCL reports
	Local intranet   Protected Mode: Off

Figure 44: Upload File

# 7. Patching the Production Environment with Updated Code

In the event that a patch needs to be installed in the AITC production environment, the following steps should be followed.

- 1. Copy the patch files **REDACTED**
- 2. Write documentation that details how to install the patch. Use the following steps as a guideline. You may need to revise to meet your local environment specifications.
  - Open IIS Manager, expand Sites, and select the vaww.vcl.aac.va.gov website.
  - Under Manage Web Site, click Stop.
  - Copy code base archive **REDACTED** to production environment, and unzip.
    - Copy all files and folders from CrisisCenter to E:\VCL\CrisisCenter, overwriting existing files and folders.
    - Copy all files and folders from CrisisCenterAdmin to E:\VCL\CrisisCenterAdmin, overwriting existing files and folders.
    - Copy all files and folders from CrisisCenterResponse to E:\VCL\CrisisCenterResponse, overwriting existing files and folders.
  - Return to IIS Manager and click Application Pools.
  - Select the CrisisCenter application pool.
  - Under Application Pool Tasks, click Recycle.
  - Select the CrisisCenterAdmin application pool.
  - Under Application Pool Tasks, click Recycle.
  - Select the CrisisCenterResponse application pool.
  - Under Application Pool Tasks, click Recycle.
  - Under Sites, select vaww.vcl.aac.va.gov website.
  - Under Manage Web Site, click Start.
- 3. Send an email to the AITC team requesting a Change Order (CO) be opened for a patch be installed, and attach the installation instructions to the email. **REDACTED** For example:

🖂 ا 🚽 ت 🔺	<ul> <li>▼   =</li> </ul>	VCL production pa	atch installation - Messa	age (HTML)			• X
File Messa	ge McAfee E-mail Scan						۵ 🕜
ि Ignore X & Junk + Delete	Reply Reply Forward More *	Image: Weight of the second secon	To Manager ▲ Done ▼ Create New ▼	Move	Mark Unread Categorize * Follow Up *	A→ Find Find Pranslate → Select →	Zoom
Delete	Respond	Quick Step	ps 🕞	Move	Tags 🖓	Editing	Zoom
From: To: Cc: Subject:	production patch installation					Sent: Fri 10/10	/2014 1:18 PM
Hi Jeff,							
Thanks,	U.S. Department of Office of Information Product Development	Veterans Affairs n and Technology	se open a co so we d	an ny to get the pat		end of the day:	T

Figure 45: Change Order Request Email

- 4. Wait for the AITC team to respond back saying they have installed the patch.
- 5. Verify your patch was installed successfully. If required, have a VCL user log in and verify it for you.

# 8. Troubleshooting

VCL development team participated with AITC resources during a dry run of the install process and any problems encountered were remediated and incorporated into this guide. VCL developers are available during the installation for assistance.

### 8.1. Rollback Instructions

For initial release, if there are any issues with the first migration, the rollback plan is to revert back to the Orlando environment.

After initial release, if there are any issues with the VCL application, the necessary action is to roll back to the last clean working version. The database admin and system admin should determine the correct last working version to rollback to.

The following are the steps to return the VCL database to its last working version:

1. Restore database "**NationalSuicideHotline\_Test**" from the backup version from step 7 of the above Backout Procedures.

The database restore will clean the database and restore it to the clean state created in step 7 of Section 3.5.3 Backout Procedures.

- 2. Confirm that the backup and new working application folders are renamed.
- 3. Test the VCL application and confirm that the restored version is working correctly.

Refer to section 6.6 of the <u>ISCP</u> for key contacts in the event that a rollback for the VCL software is needed.

# 9. FAQ

Question	What do I do if I have installation issues?				
Response	<ol> <li>If assistance is needed during installation, please create a Remedy Ticket or contact the <u>REDACTED</u></li> </ol>				
Question	How can I check my connection to the broker server?				
Response	1. Check the windows registry (HKLM/software/vista/broker/servers) key and ensure that the key is set to the correct IP and port.				
	2. Check that the broker is running on the correct instance of VistA and on the correct port.				
	<ul> <li>Type D ^%SS to show the list</li> </ul>				
	<ul> <li>Find the instance and find the line XWBTCPL</li> </ul>				
	Verify that the TCP port number is correct				
Question	How can I check the Windows application Event Notifier?				
Response	1. Right-click <b>My Computer</b> .				
	2. Select Manage.				
	3. Expand Event Viewer.				
	4. Select Application.				
Question	How do I stop the CP Gateway Service?				
Response	1. In Windows, click Start   Control Panel   Administrative Tools   Services. The Services window displays.				
	2. Click the Clinical Procedures Gateway row. A link, <u>Stop</u> the service, displays.				
	3. Click <b>Stop</b> . A progress window displays as the service stops.				
	<ol> <li>When the progress window closes, the Services window redisplays. The status column in the Clinical Procedures Gateway row displays Stopped.</li> </ol>				
Question	How can I change the time interval for CP Console and CP Flowsheets at which they time out?				
Answer	The time interval is set using the TIMED READ value in the NEW PERSON file (#200).				
Question	What are the post-deployment requirements for testing the successful install?				
Answer	Verify the code deployment				

Validate connections with other systems
---