

*Report Exec Dispatch
Update Guide*

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Overview

Introduction

The following document is intended to cover the various considerations to take when performing an installation or update to the Report Exec Dispatch program. The Dispatch program is the only part of Report Exec Enterprise that is not accessed through a web browser. It is a “thick install” that needs to be installed on each computer where Officers will be dispatching from.

The Report Exec Dispatch program shares the same database as the reporting side of the program. Certain data, such as location information, is referenced by both pieces of the Enterprise program, Dispatch and Reporting.

Hardware and Software Requirements

Hardware requirements for the Report Exec Dispatch system are based on recommended specifications for Microsoft Operating Systems. Report Exec Dispatch’s performance is also affected by the speed of the internet connection on each computer.

The following is required of any computer that will run Report Exec Dispatch.

See document: [Report Exec Dispatch Specifications](#)

Client Specifications (All Dispatch agencies)	
<u>Minimum Supported Requirements</u>	<u>Recommended Specifications</u>
Windows 7 or higher	Windows 7 or higher
2 GB of available RAM or more	4 GB of available RAM or more
Pentium 4 3.0 Ghz processor	Multi-core processor
100 MB free hard drive space	100 MB free hard drive space
Microsoft .NET Framework 4.5	Microsoft .NET Framework 4.5
Microsoft Report Viewer 2010	Microsoft Report Viewer 2010

An internet security port may need to be opened on the organizations’ firewall in order for the Report Exec Dispatch program to properly communicate with the Microsoft SQL Server. Agencies using Report Exec Direct can contact Technical Support to find out what port is required. Agencies hosting their own servers can check with their own I.T. Departments to find out if a SQL port needs to be opened.

A Microsoft Knowledgebase article discussing how to communicate with a SQL server over a firewall can be found here:

<http://support.microsoft.com/kb/287932>.

Technical Support

Report Exec Dispatch will need to be installed on any computer that officers need to be able to Dispatch from and using a version that matches the current version of the database. If after reading through this document there are still questions or issues, feel free to contact Technical Support by e-mailing support@reportexec.com or by calling (414) 423-9800 option 2. Report Exec Technical Support is available from 8am – 4pm Central Time, Monday – Friday.

New Dispatch Client Installation

- ▶ The most important thing to remember when doing a fresh installation of Report Exec Dispatch is that the version of the Dispatch Client needs to be compatible with the current version of the Report Exec database.
- ▶ The most currently released update for Dispatch can be downloaded by logging into the Report Exec Support site at www.reportexec.com/login/.
- ▶ If a different version of Dispatch is needed, or, if there are any questions about what version is needed for the installation then Report Exec [Technical Support](#) should be contacted.

Download

Report Exec Dispatch requires two additional Microsoft files to be installed on the computers that will operate Dispatch. If these files are not present then they will need to be installed before Dispatch will properly function. These files can be found on a Microsoft site by doing an internet search, or, they can be downloaded from the following links on one of Report Exec's sites.

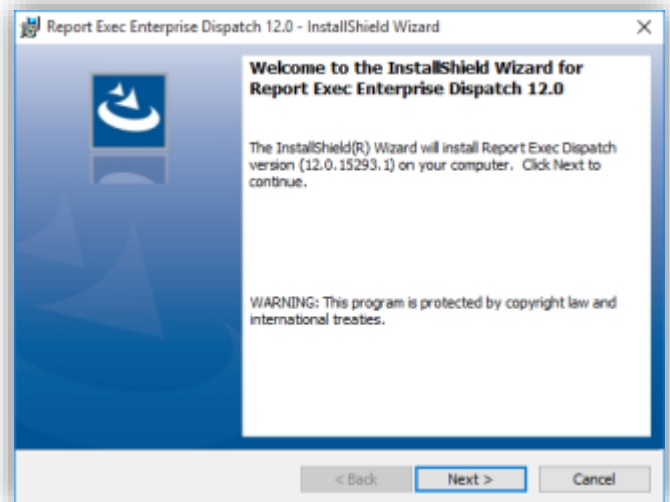
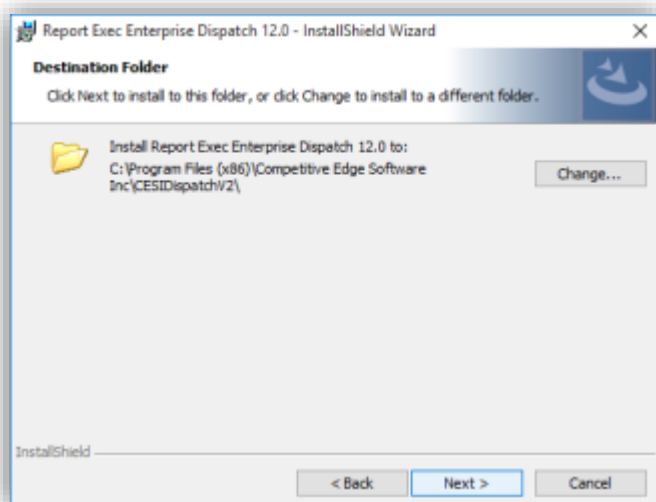
- **Microsoft .NET Framework 4.5** –
http://www.reportexec.com/updates/saved%20versions/Microsoft%20.NET%20Framework%204.5/dotNetFx45_Full_setup.exe
- **Microsoft Report Viewer 2010** –
<http://www.reportexec.com/updates/saved%20versions/Microsoft%20Report%20Viewer%202010/ReportViewer.exe>

Once these files are verified to have been installed then the installation for Dispatch can begin.

Installing Dispatch

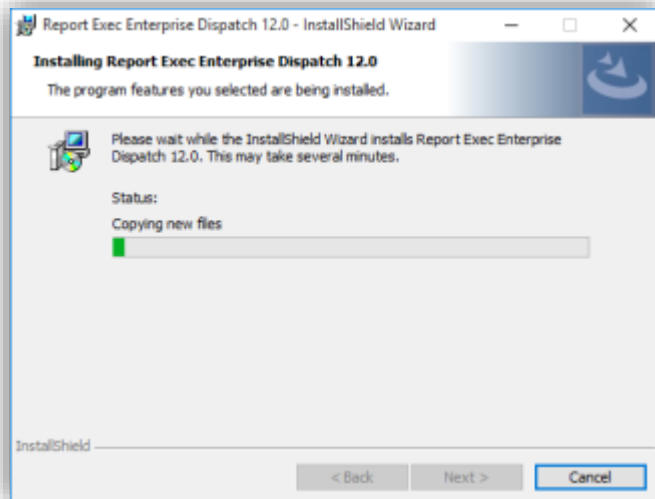
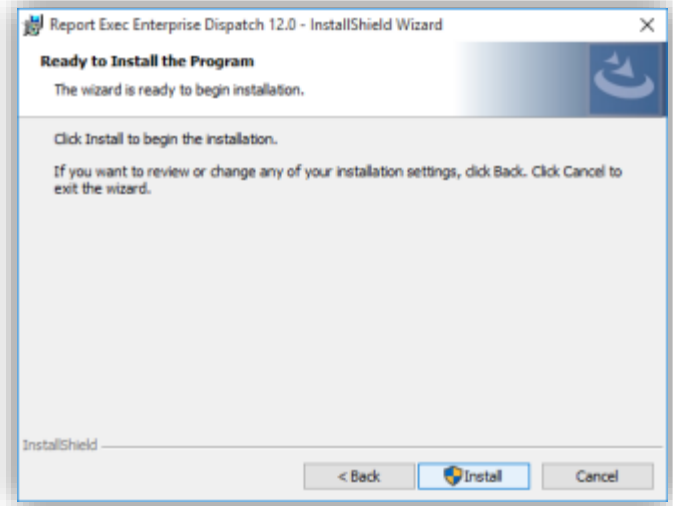
Local Administrator permissions are needed on the workstation where Dispatch is being installed. The Dispatch installation file needs to be executed locally on the computers that need Report Exec Dispatch installed.

1. Download and run the install file provided by Report Exec Technical Support, or execute the **Report Exec Enterprise Dispatch.msi** that you already have saved.
2. On the first screen, confirm that the version number is the one that is needed and click **Next** to proceed.



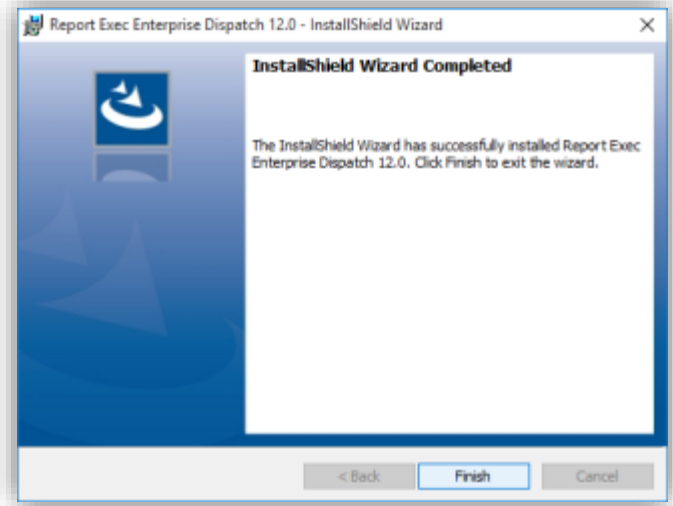
3. The installation file will want to know the destination folder to extract all of the contained update files. It is recommended to keep the default directory of **C:\Program Files (x86)\Competitive Edge Software Inc\CESIDispatchV2** and simply click **Next**.

4. The installer is now ready to proceed with the installation. Press **Install** to allow the application components to be installed to the workstation.



5. Next, a progress bar indicating where the installation progress is at will be displayed.

6. When the installation has completed successfully a message indicating the successful installation will be displayed. Click **Finish**.



Windows NTFS Permissions

- ▶ When Dispatch is installed, by default the Windows user account that did the installation is automatically given the permission needed to access the program. If the Windows user account that did the installation of Dispatch is the same user account that all users of that workstation use (i.e. generic logon), then no additional permissions should be needed.
- ▶ If Report Exec Dispatch users each log into Windows as themselves, with their own Windows accounts, then additional Windows permissions will need to be added to the new Dispatch directory. This needs to be done in order for the Dispatch users to be able to properly access the Dispatch program. The new **C:\Program Files (x86)\Competitive Edge Software Inc** folder will need **Modify** rights to be given to a Group that encompasses all the users of Dispatch on this computer. The easiest way to accomplish this is to give **Authenticated Users > Modify** rights over this directory. The **Authenticated Users** Group is a group built into Windows that will encompass all users that have logged into Windows. Otherwise, any other Windows Group that contains all of the Report Exec Dispatch users will work.

See document: [HowTo-DispatchPermissions](#)

Desktop Icon

The installer should have created a desktop icon in the Public Desktop folder within Windows, which means it should display on all users' desktops. Otherwise, simply create a shortcut to the Dispatch.exe file that is found with the following default path:

- ✓ **C:\Program Files (x86)\Competitive Edge Software Inc\CESIDispatchV2\Dispatch.exe**

Pointing Dispatch to SQL Server

On the login screen of Dispatch there is a spot for the SQL Server Name, and the Database Name.

- ✓ **Report Exec Direct** customers can obtain their server name and database name by contacting **Technical Support**.
- ✓ **Report Exec Enterprise** customers should be able to obtain this information from their own I.T. Departments.

See document: [HowTo-DispatchServerDatabase](#)

Additional Notes

It is important to remember that Dispatch requires all of the following considerations in order to function at any given time:

- ▶ The version of Dispatch that was installed matches the version of the Report Exec database.
- ▶ Microsoft Report Viewer 2010 and Microsoft .NET Framework 4.0 are installed on the local workstation that run Dispatch.
- ▶ Users of Dispatch have Modify permissions over the Dispatch folder on their local workstation.
- ▶ A port is open on the firewall so that Dispatch can properly communicate with the SQL database.
- ▶ A valid shortcut to the Dispatch.exe file is created for the users that need it.

Updating an Existing Installation

The following section, regarding updating the Report Exec Dispatch program, assumes that Dispatch has already been installed on a workstation and also has the two needed Microsoft files, Microsoft .NET Framework 4.0 Extended and Microsoft Report Viewer 2010 installed.

Pre-Update Considerations

- ▶ The Report Exec Dispatch client must not be updated unless Report Exec Enterprise database is also scheduled to be updated at, or around, the same time otherwise a version mismatch will occur which can potentially cause errors.
- ▶ If a version mismatch is occurring, then contact [Technical Support](#) to obtain the version of Dispatch that matches the version of the Report Exec Enterprise database currently in use.

Updating Dispatch

The update process for Report Exec Dispatch is almost exactly the same as the steps taken for a new installation. The key things needed in order to properly update the Dispatch software are the following:

- ▶ Those individuals that are performing the installations must be logged into Windows as with a User Account that is a member of the **Local Administrators** Group.
- ▶ The version of Dispatch being installed must match the current version of the Report Exec database or Dispatch cannot be guaranteed to function correctly.

See section: [Download](#) followed by section [Installing Dispatch](#)

Post-Update Considerations

Prior to the update, if the Report Exec Dispatch program was behaving as expected, then no additional considerations should be needed at this point. Once the update is complete, if the login screen of Dispatch can be reached without error simply by running the program as normal then the update was likely successful. Once the login screen comes up, it should reflect the version of Dispatch that was just installed.

