

Convio Data Sync Connector 3

Installation Guide

INSTALLATION

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Installation Prerequisites

You must have administrator rights to the machine on which you are installing the Convio Connector and must have the ability to configure the network firewall / router.

Technical Requirements

The following Hardware and Network setup is required to run the Convio Connector:

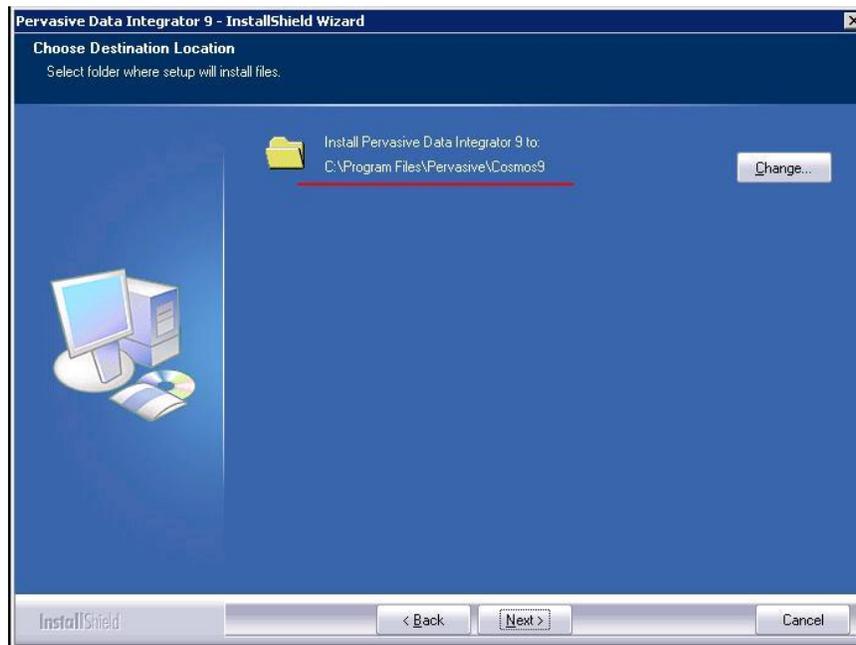
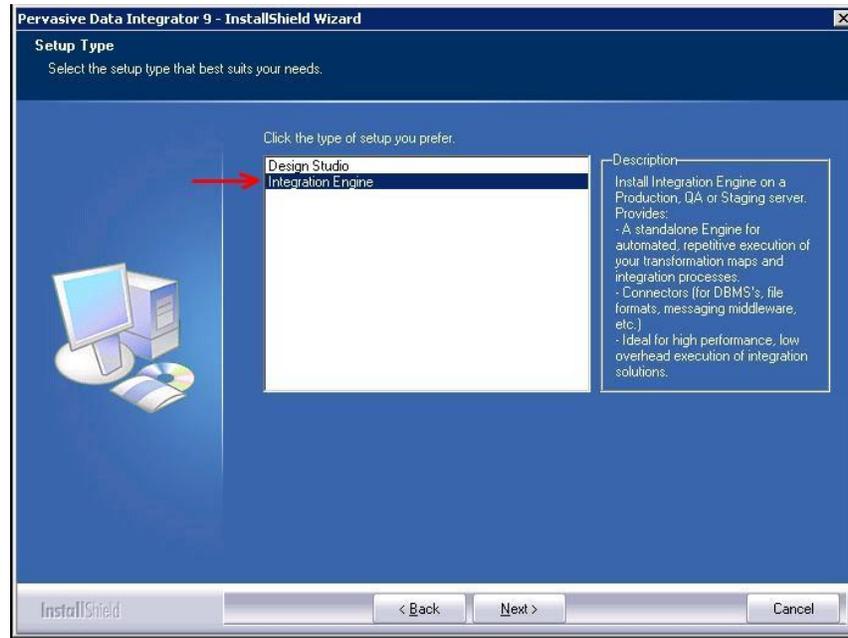
1. Raiser's Edge v7.6+ running on MS SQL Server.
2. Business class internet connection.
3. Dedicated server class computer running Microsoft Windows® XP Pro/Server 2003.
1GB RAM (ECC recommended), 2GHz processor, 750MB of available hard-disk space on primary drive with RAID 1 or RAID 5, UPS battery backup.
4. Public static IP address, with associated hostname, which can be forwarded to the computer running the Connector.
5. Firewall/Router configured to allow traffic on **port 11921** between the Convio networks and the computer running the Connector:
 - a. Setup DNAT from chosen IP for port **11921** to Convio Connector server – TCP traffic
 - b. Restrict port to only accept connections from Convio network ranges:
66.45.103.0 - 66.45.103.127 (66.45.103.0/25 CIDR format)
209.163.168.192 - 209.163.168.255 (209.163.168.192/26 CIDR format)
69.48.252.129 - 69.48.252.254 (69.48.252.128/25 CIDR format)
6. Firewall/Router configured to allow FTPS traffic from the computer running the Connector to the Convio network:
 - a. **Port 21** open for FTP communication channel.
 - b. **Ports 1024 - 65535** open for outbound (Client to Convio) FTP data traffic.
7. Port 1433 on the computer running SQL Server open to traffic from computer running the Connector.

Installing the Pervasive Data Integrator

(If you will not be using the *Pervasive Data Integrator Engine* you can skip this step.)

NOTE: The Pervasive Data Integration Engine **MUST** be installed prior to running the **Convio Connector 3 Setup.exe**

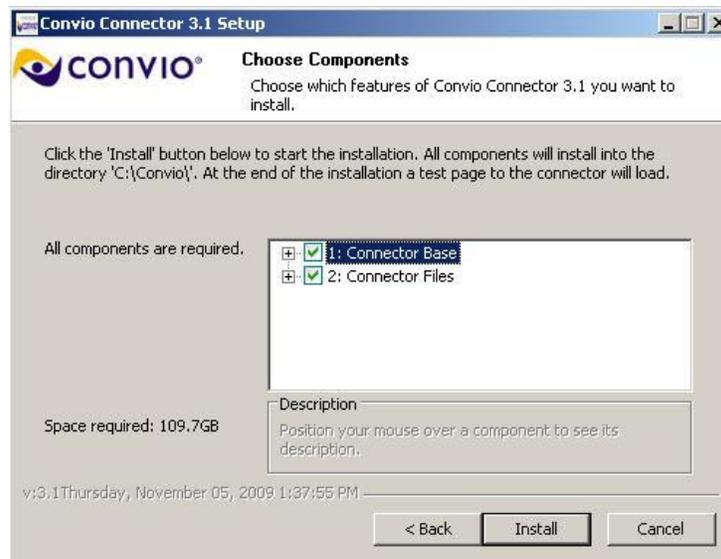
1. Backup and uninstall any pre-existing Pervasive installations.
2. Double-click the Pervasive Data Integrator Installer package: **DataIntegrator92344.exe**
3. When prompted for the *Setup Type*, select '**Integration Engine**'.
4. The *Choose Destination Location* should read: **C:\Program Files\Pervasive\Cosmos9**
5. Continue the installation until it you can click *Finish* to exit.



Installing the Connector

Once the Hardware and Network settings have been confirmed, you can begin the installation of the Convio Connector.

1. Double-click the *Convio Connector* Installer package: **Convio Connector 3 Setup.exe**
2. Follow the on-screen instructions.
3. After the installation is finished, continue to the next section in this document called “**Verify the Installation.**”
4. Install the keystore file that you received from Convio support. Please refer to “**Install the Keystore**” section.
5. The Convio Connector should be installed and running.



Install the Keystore

(If you have not yet received your `convio-connector.ks` file you may skip this step.)

All communication between the Connector and the Convio servers is encrypted via SSL. An SSL server socket requires a certificate, which is contained in the keystore. You will be sent a keystore file created expressly for your implementation of the Connector. It will only be valid for the URI associated with your Connector installation, typically *convio-connector.your-name.org*.

From Convio support you will receive a zip file **<your DNS name>.configuration.zip**.

Follow the steps below to install your keystore file and to update the server configuration for Tomcat.

1. Stop your Tomcat service (see “**Start and Stop Tomcat**” section for details.)
2. Place the **<your DNS name>.configuration.zip** file into the folder: `c:\`
3. Unzip the file. If you are prompted to replace the older *'server.xml'* file, select **yes**.
4. Start your Tomcat service (see the “**Start and Stop Tomcat**” section for details.)

Note: that after successful completion of the steps above, your unsecure HTTP connection will be disabled and only the secure HTTPS will be operational.

Verify the Installation

After successful installation, an internet browser will be launched. From this page you can verify the RE Connector installation. Follow the instructions on this page to execute the tests. If any of the following four tests fail, continue to the "Troubleshooting the Installation" section.

CONNECTOR TESTS

Use the links in the table below to troubleshoot the connector.

- If you have not yet received and installed your keystore file, use the tests in the first column (A).
- If you have received and installed your keystore file, use the tests in the second column (B).

A	< --- >	B
Keystore is NOT installed (http)		Keystore IS installed (https)
Apache is running		Apache is running
Axis is running		Axis is running
Connector SOAP		Connector SOAP
Connector Invalidate Cache		Connector Invalidate Cache

Note 1: If the keystore file is not installed and after clicking an above link (in the first column) you receive a "failed to connect" or "cannot display page" message you may need to check the connector installation.

Note 2: If the keystore file is not installed, the second column will produce a "failed to connect" or "cannot display page" message.

TO RESTART APACHE TOMCAT

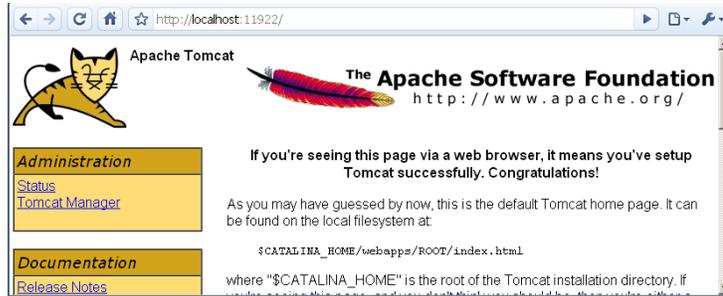
If you need to restart Apache Tomcat, from the windows start menu navigate to:
Start Menu > Programs > Convio > Utility > RestartTomcat

Convio Connector [Read Me](#) file.
If you are having trouble with the connector please contact [Convio Support](#).

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1. **Verify Tomcat is installed and running:**

Click on the "Apache is running" link. The following page should appear:



2. **Verify Axis is running:**

Click on the "Axis is running" link. The following page should appear (disregard any warnings for optional components):



3. **Verify Connector SOAP interface:**

Click on the "Connector SOAP" link. The following page should appear:



4. **Verify Connector web service is running:**

Click on the "Connector invalidate cache". The following page should appear:



Troubleshooting the Installation

After running the '**Convio Connector Setup**' file, check the **Verify the Installation** section above to verify that the Convio connector is running. If any of the verification pages fails, continue through the troubleshooting steps below:

1. The Convio Connector is expected to install in the directory **C:\Convio**
You may need to uninstall previous versions of the connector prior to installing Convio Connector v3. Please contact support if you require assistance.
2. Make sure your firewall / router is allowing traffic over port **11921**.
3. Verify Tomcat is installed and running:
 - a. Restart Tomcat: navigate to: *Start Menu > Programs > Convio > Utilities > RestartTomcat*
 - b. In a web browser address bar enter: <http://localhost:11921>
(If the keystore is installed enter: <https://localhost:11921>)

You should see the "**Apache Tomcat Welcome**" page.

4. Verify Axis is running:
 - a. Restart tomcat: navigate to: *Start Menu > Programs > Convio > Utilities > RestartTomcat*
 - b. In a web browser address bar enter: <http://localhost:11921/convio/happyaxis.jsp>
(If the keystore is installed enter: <https://localhost:11921/convio/happyaxis.jsp>)

You should see the "**Axis Happiness**" page.

5. Verify Connector web service is running:
 - a. Restart tomcat: navigate to: *Start Menu > Programs > Convio > Utilities > RestartTomcat*
 - b. In a web browser address bar enter:
<http://localhost:11921/convio/services/ConvioConnectorSOAP?method=invalidateCache>
(If the keystore is installed enter:
<https://localhost:11921/convio/services/ConvioConnectorSOAP?method=invalidateCache>)

You should see "**Configuration Invalidated**" page.

6. **Verify a secure https connection:**
 - a. Make sure you received the keystore file and server.xml update from convio support.
 - b. Make sure your keystore file ('convio-connector.yourcompanyname.org.ks) is in the directory: 'C:\Convio'
 - c. **Restart tomcat:** navigate to: *Start Menu > Programs > Convio > Utilities > RestartTomcat*
 - d. In a web browser address bar enter: <https://localhost:11921/convio/services/ConvioConnectorSOAP>

You should see "**ConvioConnectorSOAP**" page.

Note: all URLs listed above start with **HTTPS** if you have installed your *keystore* file, otherwise use **HTTP** to test the connector setup until you receive your *keystore*.

Start and Stop Tomcat

If necessary you can restart tomcat using the 'RestartTomcat' utility located in the 'Start Menu':

- navigate to: *Start Menu > Programs > Convio > Utilities > RestartTomcat*

