

WE VALUE YOUR MAIL

## OMS-500

### INSTALLATION GUIDE

VERSION 3.0

## OMS-500

### Installation Guide

Product version 3.0

Document version 3.0.0.1

Release date: October 2014

### Neopost

[www.neopost.com](http://www.neopost.com)

Should you have any queries, suggestions or comments concerning these materials, please do not hesitate to contact us at [documentation@gmc.net](mailto:documentation@gmc.net).

This document contains information classified as **Public**.

### Copyright

Information contained within this document may contain technical inaccuracies or typographical errors. Changes will be added periodically and modifications will be made thereto without prior notification. Neopost does not enter into any obligations or responsibilities regarding the content of this document and does not assume any legal liability – neither expressed or implied – for its accuracy, completeness and/or usefulness.

Copying of the software or manual on to any data storage medium or in any other way, except for explicit company internal use, is strictly forbidden without the prior written authorization of Neopost. Failure to comply with these restrictions is liable to prosecution.

### Trademarks

Neopost and its logo are trademarks and service marks of Neopost S.A., 113 rue Jean Marin Naudin, 92220 Bagneux, France, #402 103 907 R.C.S. Nanterre.

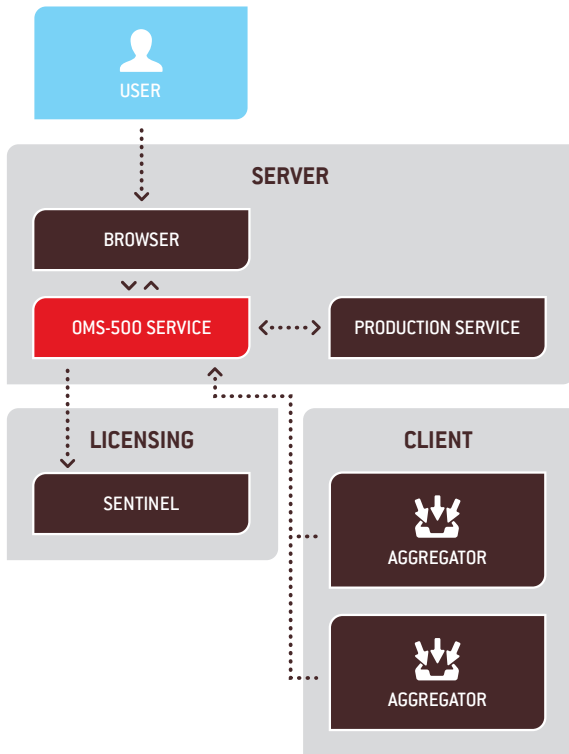
© 2014 Neopost. All rights reserved.

# TABLE OF CONTENTS

<b>1</b>	<b>Deployment</b>	<b>3</b>
<b>2</b>	<b>Application Requirements</b>	<b>4</b>
2.1	HW and SW Requirements . . . . .	4
2.2	Licensing . . . . .	4
2.3	Installer . . . . .	4
<b>3</b>	<b>Pre-Installation Steps</b>	<b>5</b>
<b>4</b>	<b>Installation</b>	<b>6</b>
4.1	OMS-500 . . . . .	6
4.2	OMS-500 Aggregator . . . . .	10
4.3	PS Writer Hot Folder . . . . .	14
<b>5</b>	<b>Upgrade</b>	<b>17</b>
5.1	OMS-500 . . . . .	17
5.2	OMS-500 Aggregator . . . . .	18
<b>6</b>	<b>Post-Installation Steps</b>	<b>19</b>
6.1	Application Extensions . . . . .	19
6.2	Disable Demo License Watermark for Print . . . . .	19
<b>7</b>	<b>Troubleshooting</b>	<b>20</b>
7.1	Data Backup . . . . .	20
7.2	Conflicts with Inspire Production Server . . . . .	20
7.3	Installing OMS-500 Aggregator on OMS-500 Server . . . . .	20
7.4	Installing on Windows Server 2008 R2 x64 . . . . .	21
7.5	Performance Optimization . . . . .	21
<b>8</b>	<b>Uninstallation</b>	<b>22</b>
8.1	OMS-500 . . . . .	22
8.2	OMS-500 Aggregator . . . . .	22
8.3	PS Writer Hot Folder . . . . .	22

# 1 DEPLOYMENT

A typical OMS-500 deployment model is structured in the following way:



1. You can open and configure OMS-500 via the application web interface using one of the supported browsers.
2. You can upload files in one of the following ways:
  - Either by using the application web interface (Control Center).
  - Or by using OMS-500 Aggregators, which automatically send the files to OMS-500 for processing.
3. For processing of these files, OMS-500 uses a Production Service.
4. Licensing is ensured via Sentinel.

## 2 APPLICATION REQUIREMENTS

### 2.1 HW AND SW REQUIREMENTS

Minimum hardware (processor, memory etc.) and software (operating system, database etc.) requirements are described in the Release Notes of the corresponding version of the application.

**NOTE** Installation requires an Internet connection because of [licensing](#).

### 2.2 LICENSING

To use OMS-500 for production purposes, you must have a license provided to you by Neopost.

To obtain a license contact [neolicense@gmc.net](mailto:neolicense@gmc.net) and fill in the order form (for the machine ID, after you install OMS-500, go to [System Settings | Entitlement | Entitlement Information](#)).

When you obtain the LIC file from Neopost, go to the [System Settings | Entitlement](#) section of OMS-500 and drag and drop that file:

#### Register License



##### Register your license:

- drag & drop your license file into this area
- or
- click on the area to select and upload your license file (for Internet Explorer users double click instead)

**NOTE** Uploading a new license requires an Internet connection.

### 2.3 INSTALLER

To install OMS-500, you need the following installers:

- [Setup-OMS-500-<version>.exe](#)
- [Setup-Aggregator-<version>.exe](#)
- [PSWriterHotFolder.msi](#)

## 3 PRE-INSTALLATION STEPS

Necessary components that are required prior to running OMS-500:

- One of the supported operating systems (see the Release Notes of the corresponding version)
- Microsoft .NET Framework 4.5

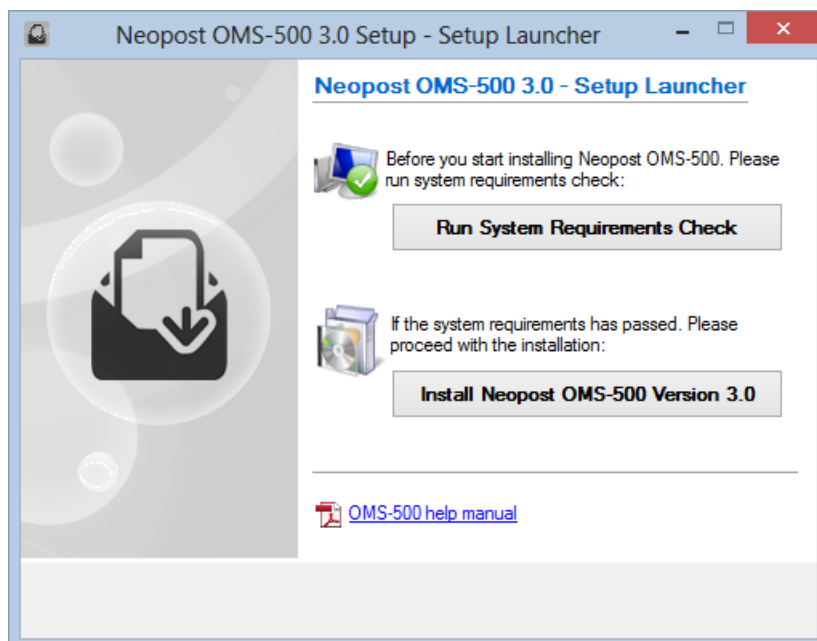
## 4 INSTALLATION

Installation order:

1. [OMS-500](#)
2. [OMS-500 Aggregator](#)
3. [PS Writer Hot Folder \(virtual printer\)](#)

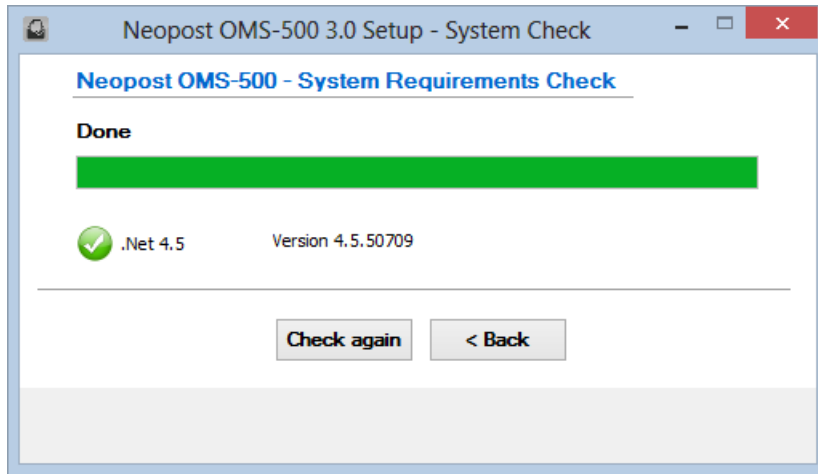
### 4.1 OMS-500

1. To install OMS-500, run the `Setup-OMS-500-<version>.exe`:



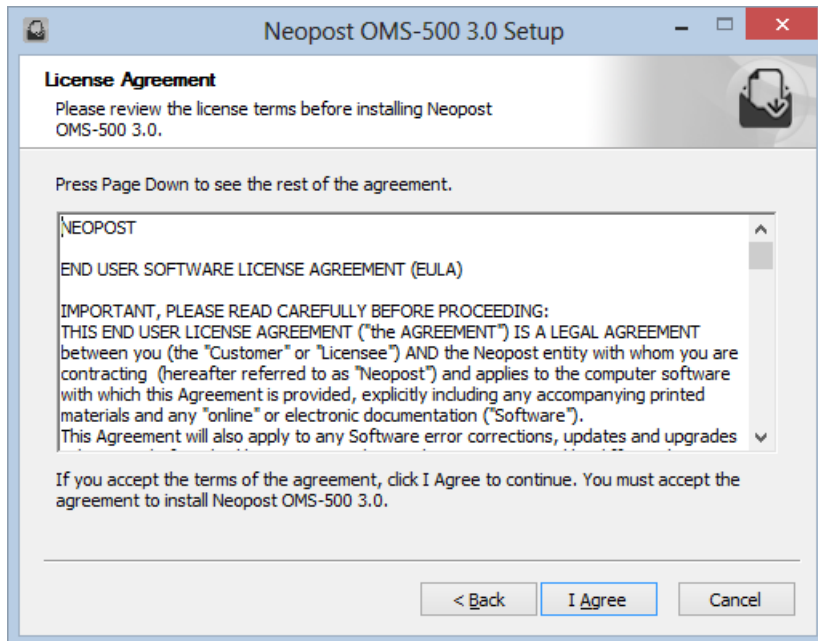
2. Click on Run System Requirements Check to check whether you have all the necessary prerequisites.

When checked, click on the **Back** button to proceed:



3. Click on Install Neopost OMS-500 <version>.
4. The next dialog displays the End-User software license agreement. It is necessary to accept the terms in the License Agreement in order that the installation can continue.

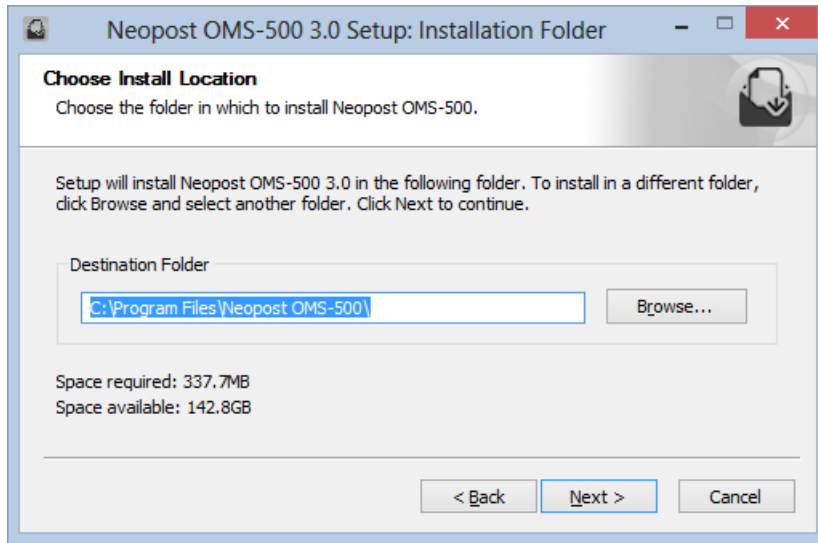
Read the agreement and click on I Agree.



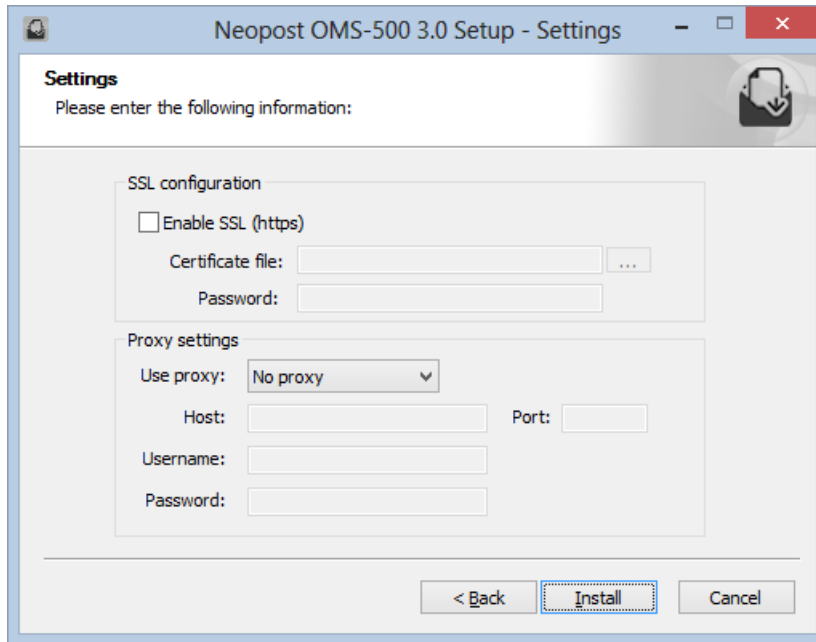
5. The Choose Install Location dialog opens.



Enter a suitable directory (e.g. inside your Program Files directory) and click on **Next**.



- The Settings dialog opens:



## SSL configuration

**Enable SSL (https)** If checked, then the secure https protocol will be used and the following options will become available:

- **Certificate file** – Selects and uploads the certificate file.
- **Password** – Enters a password required for the certificate file.

## Proxy Settings

**Use proxy** Select if a proxy server should be used when accessing the Internet. The available options are:

- *No proxy* – The proxy server will not be used.
- *Auto proxy* – The proxy server connection details (i.e **Host** and **Port**) are taken from the system settings of your computer.
- *Manual proxy* – The default **Host** and **Port** values are pre-filled but can be changed.

- Click on **Install**, the next dialog will show you the progress of the installation.
- When the installation finishes, click on the **Finish** button.
- To run the application, click on the **OMS-500**



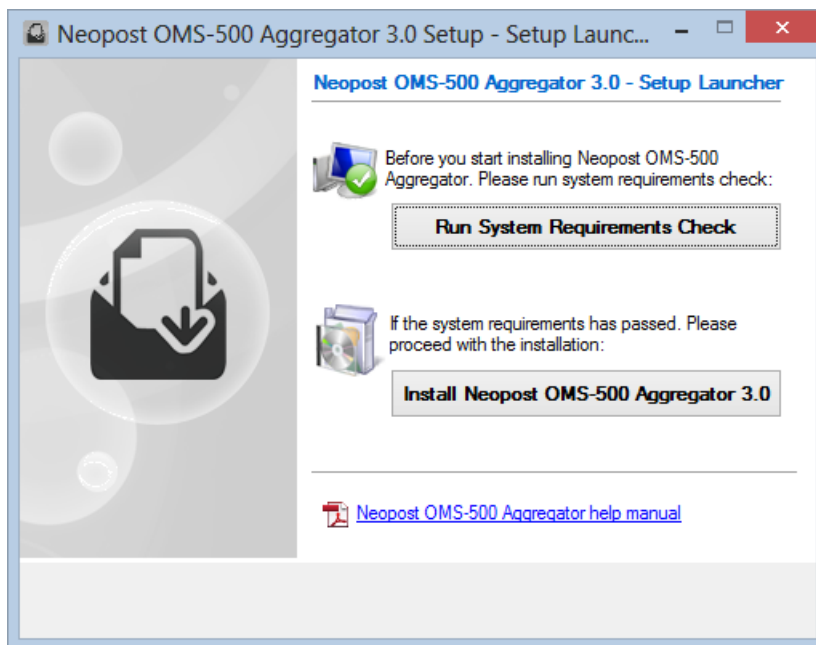
shortcut that has been created on your desktop.

**NOTE** If the installation procedure fails, then all the installed files are automatically removed and the installation dialog is closed.

## 4.2 OMS-500 AGGREGATOR

To install OMS-500 Aggregator:

1. Run the `Setup-Aggregator-<version>.exe` file:



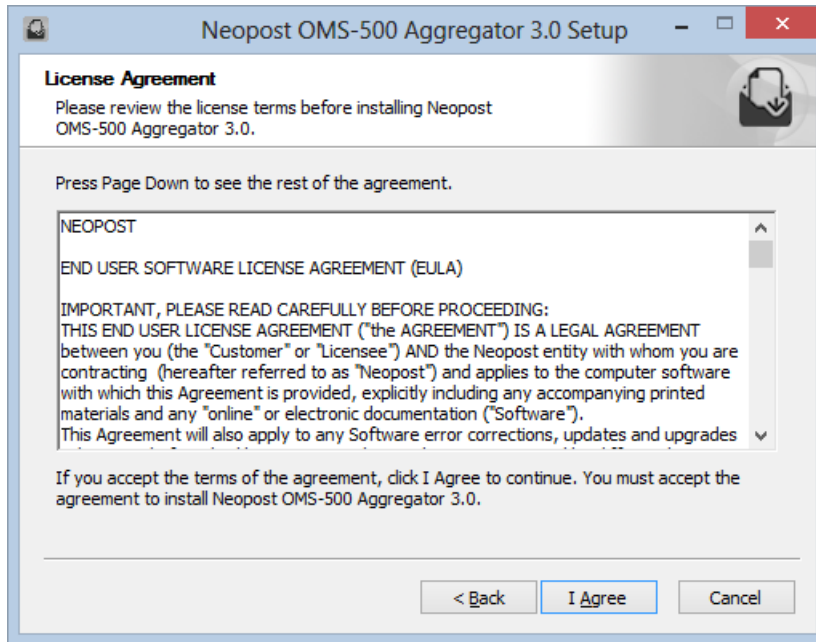
2. Click on the Run System Requirements Check to check whether you have all the necessary prerequisites.

When checked, click on **Back** to proceed.

3. Click on **Install Neopost OMS-500 Aggregator <version>**.

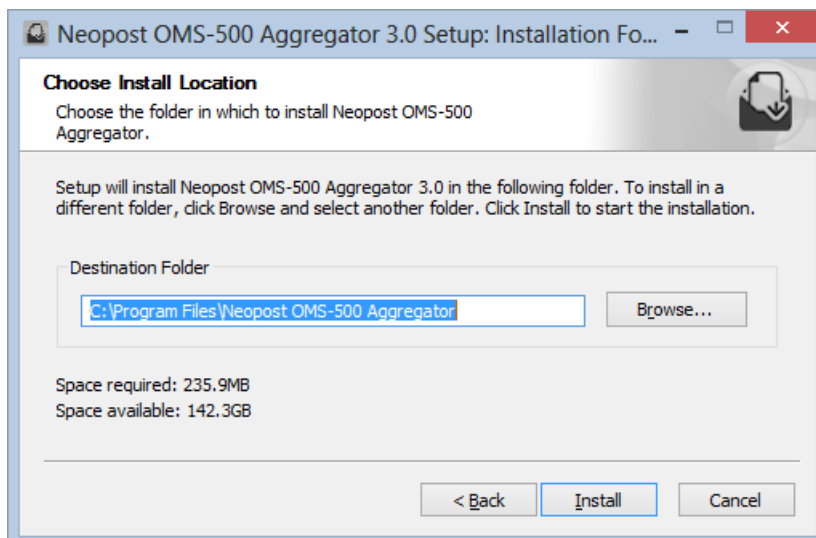
The next dialog displays the End-User software license agreement. It is necessary to accept the terms in the License Agreement in order that the installation can continue.

Read the agreement and click on I Agree.



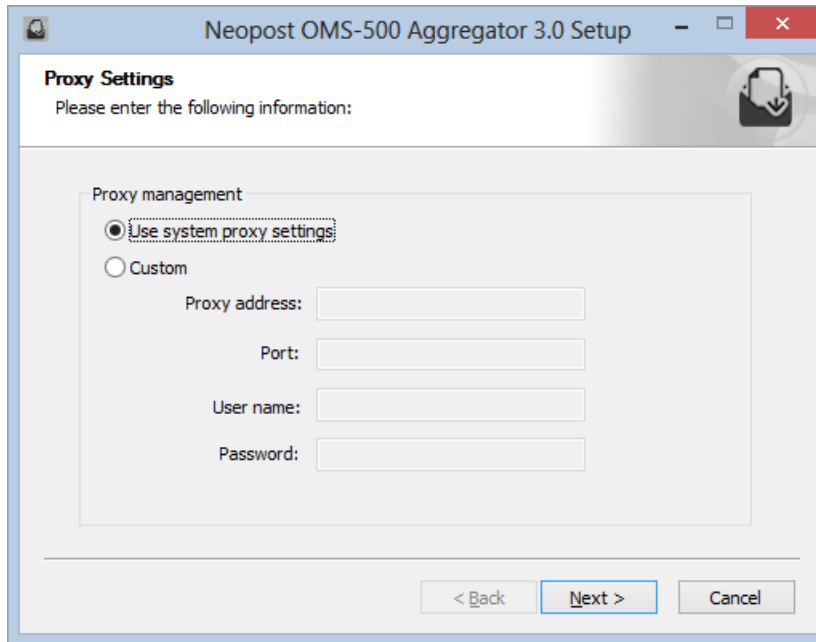
4. The Choose Install Location dialog opens.

Enter a suitable directory (e.g. inside your Program Files directory) and click on Install.



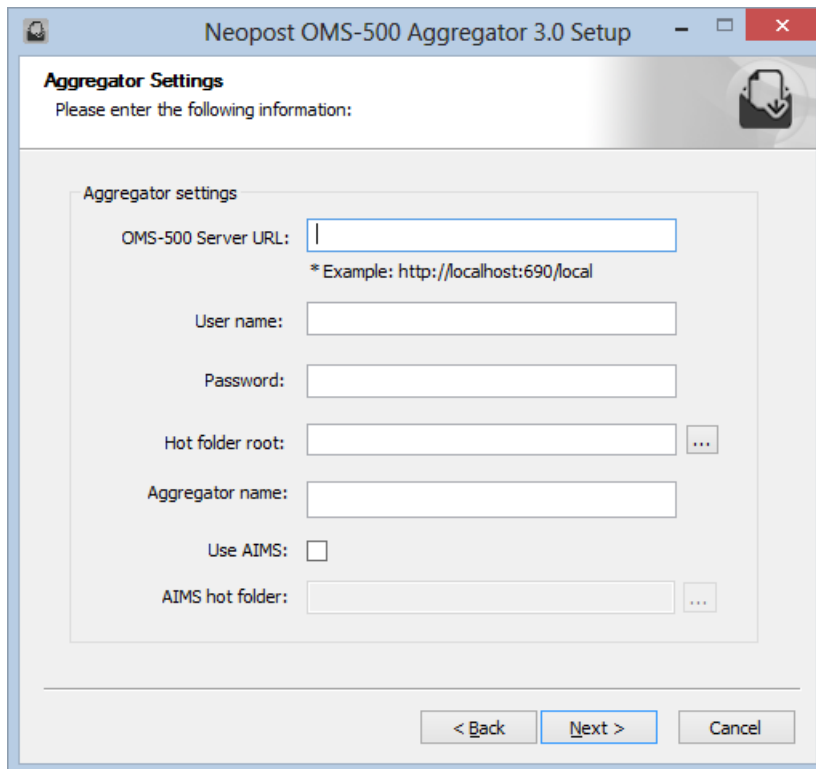
If you install OMS-500 Aggregator on the OMS-500 server or on a computer where at least one OMS-500 Aggregator is already installed, a warning is displayed (see also [Installing OMS-500 Aggregator on OMS-500 Server](#)).

5. The Proxy Settings dialog opens:



- *Use system proxy settings* – Uses the system settings of your computer.
  - *Custom* – If selected, additional options to specify your own proxy server settings become available:
    - **Proxy address** – Specifies the address of your proxy server.
    - **Port** – Enters the proxy server's port number.
    - **User name / Password** – Enters user credentials needed for logging to the proxy server.
6. Specify the settings and click on **Next**.

The Aggregator Settings dialog opens:



**OMS-500 Server URL** Enters the address of the OMS-500 Server (the default address is *http://localhost:690/local/* where localhost is the server name).

**User name / Password** Enters the credentials of a user with OMS-500 account needed for accessing the server.

**Hot folder root** Selects a hot folder which is a working directory of the aggregator where input/output folders and print stream are mapped.

**Aggregator name** Specifies the aggregator's name. This name will be displayed in the **System Settings | Remote Location** of the OMS-500 application.

**Use AIMS** Uses OMS-500 Aggregator to connect with the AIMS plug-in (can be deployed for integrity purpose when using inserters).

**AIMS hot folder** Selects a hot folder which serves for the exchange of files between OMS-500 and AIMS.

The AIMS hot folder should differ from the Hot folder root.

AIMS uses the following types of files generated for each job:

- JAF – A Job Allocation File is generated when a job is sent to AIMS. It contains information about each communication piece.
- JRF – A Job Reprint File informs OMS-500 whether respective communication pieces have been inserted or not.
- JCF – A Job Complete File informs OMS-500 that all communication pieces in the job have been inserted and the job can be closed.

7. When the installation finishes, click on the **Finish** button.

**NOTE** After a license with multiple *Hot Folder Management* features expires and you purchase a new license with fewer *Hot Folder Management* features than the original one, the OMS-500 Aggregators which you will be allowed to use are those with an earlier date and time of their original installation.

## 4.3 PS WRITER HOT FOLDER

PS Writer is a virtual printer (that can be installed locally or on a network) which is able to create PostScript files from any printable document. PS Writer has to be installed if you want to use input print streams (see the OMS-500 User Manual).

**NOTE** To use PS Writer Hot Folder, your license has to include the *Contributor Management* option.

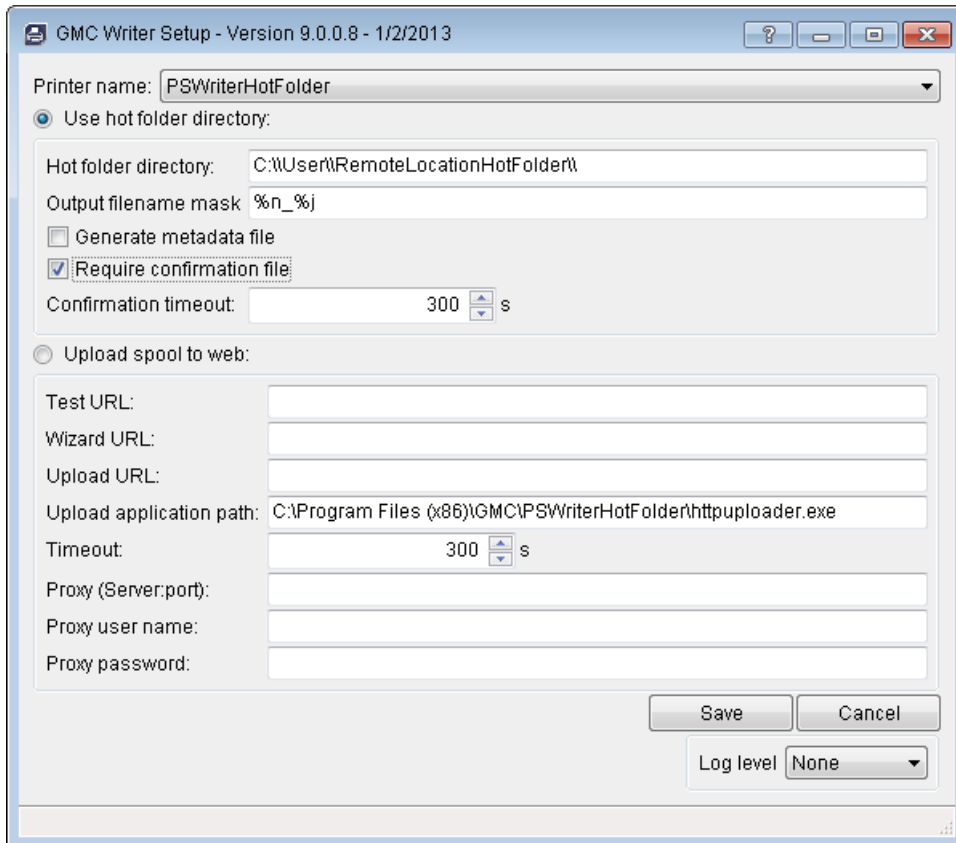
1. To install PS printer driver, run the MSI file [PSWriterHotFolder.msi](#):



2. Check *I accept the terms in the License Agreement* and click on **Install**.
3. Click on the **Finish** button.
4. After the installation, you have to reconfigure PS Writer Hot Folder so that it is able to communicate with OMS-500 Aggregator. When printing is triggered, PS Writer Hot Folder sends the processed files to the OMS-500 Aggregator root folder, which sends the files to OMS-500 for processing.

To link PS Writer Hot Folder with OMS-500 Aggregator, follow these steps:

- a. Go to the installation directory of the GMC Writer (e.g. `C:\Program Files (x86)\GMC\PSWriterHotFolder\GMCWriterSetup.exe` and run `GMCWriterSetup.exe`.
- b. Select *Use hot folder directory* to map the virtual printer to the OMS-500 Aggregator hot folder.



The other option, *Upload spool to web*, is not supported by OMS-500 and can be ignored.

- c. In the **Hot folder directory** edit-box, enter the directory where the PS files produced by the virtual printer will be saved. The path to this directory (separated by \\ double slash) must be the same as the Hot folder root of the [OMS-500 Aggregator \[13\]](#).

**NOTE** If using GMC Writer as a shared printer, it can spool the TNO files to the local drive only. If you need to save the files to a UNC location (i.e. a shared folder), then it is necessary to install GMC Writer locally on each machine.

- d. Optionally, you can set the following parameters:

**Output filename mask** Sets the name format pattern for output files. The following substitute characters are available:

- `%n` – file name
- `%j` – job ID



- *%p* – printer name
- *%u* – job owner/username

**Generate metadata file** If checked, a meta file is generated for each PS file. The file is created in the same directory as the PS file and contains the following information: document name, the name of the user who printed the document, the time when the document was submitted, and the total page count.

- e. Check the **Require confirmation file** check-box. PS files placed into a hot folder directory are taken and processed by OMS-500 Aggregator.

Once processed, OMS-500 Aggregator sends confirmation files with the results of processing (i.e. empty files with the *OK* suffix or files with the *Fail* suffix containing error information) to the hot folder.

All files with the *Fail* suffix are accompanied with an original file with the *Ignore* suffix. You can check the file and send it for processing again by deleting the *Ignore* suffix.

Subsequently, this information about processing is displayed in the **Status** column of the PS Writer.

**Confirmation timeout** Specifies the time in which the confirmation file (i.e. a file with the *OK* or *Fail* suffix) must be placed into the hot folder directory. If the time runs out, then an error (informing you about the timeout) is displayed in the job's **Status** column.

- f. In OMS-500 go to **System Settings | Remote Location** and switch the *Contributor Management* option on.

## 5 UPGRADE

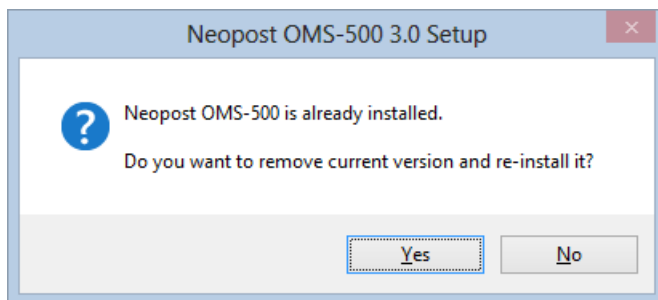
The purpose of an upgrade is to replace a current OMS-500 installation with a newer one without losing the existing configuration and data.

Check the Supported Upgrades section in the corresponding Release Notes that lists from which versions the upgrade is possible and has been tested.

### 5.1 OMS-500

To upgrade OMS-500:

1. Close the browser tab where OMS-500 is opened.
2. Run the `Setup-OMS-500-<version>.exe` file.
3. The following dialog opens:



Click on **Yes** to remove your current installation and upgrade.

Click on **No** to cancel the upgrade.

4. Follow the standard installation procedure described in [OMS-500](#).

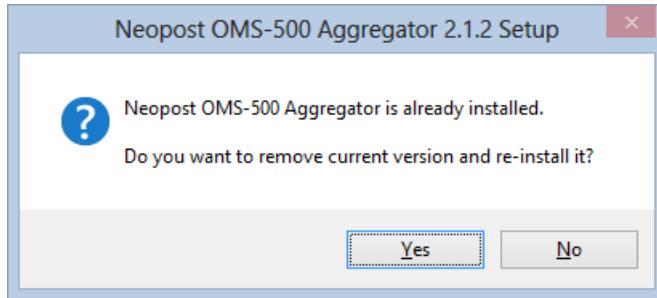
### UPGRADING WITH AN EXPIRED LICENSE

You can upgrade to a new version even if the license in the existing version has expired. The license can be upgraded after the application is installed.

## 5.2 OMS-500 AGGREGATOR

To upgrade OMS-500 Aggregator:

1. Run the `Setup-Aggregator-<version>.exe` file.
2. The following dialog opens:



Click on **Yes** to remove your current installation and upgrade.

Click on **No** to cancel the upgrade.

3. The next dialog displays the End-User software license agreement. Accept the terms in the License Agreement in order that the installation can continue.

Read the agreement and click on **I Agree**.

4. The OMS-500 Aggregator settings remain identical to its original installation.

# 6 POST-INSTALLATION STEPS

## 6.1 APPLICATION EXTENSIONS

Once you have OMS-500 installed, you can also enhance its functionality by installing the following plug-ins:

- AIMS
- SMTP
- Esker
- Satori Sorting UK
- Satori Sorting USA
- Satori Cleansing

To install plug-ins, install OMS-500, go to **System Settings | Plug-ins** and click on the placeholder tile. Plug-ins are downloaded and installed automatically.

You can only use plug-ins if they are enabled in your license.

For more information, refer to the OMS-500 User Manual.

## 6.2 DISABLE DEMO LICENSE WATERMARK FOR PRINT

By default, the OMS-500 installation includes the OMS500 Production Service demo license. It means that if you want to use OMS-500 to print communication pieces immediately after you install OMS-500 and upload the new license, the communication pieces are printed with the *Demo* watermark on each page.

The watermark is disabled automatically after restart. To disable the watermark without the need to restart the computer, you can restart the OMS500 Production Service in Task Manager | Services.

# 7 TROUBLESHOOTING

## 7.1 DATA BACKUP

### OMS-500

You can back up the whole configuration including all objects and files (e.g. enclosure and output files).

1. Close the browser tab where OMS-500 is opened.
2. Go to Task Manager | Services and stop the Oms500 service.
3. Go to the folder where OMS-500 is installed (typically in `C:\Program Files\Neopost OMS-500\`).
4. Make a copy of the `BlobStore` and `EventStore` folders.

### OMS-500 AGGREGATOR

You can backup all files in the OMS-500 Aggregator.

1. Go to Task Manager | Services and stop the Oms500Aggregator service.
2. Go to the folder where you located OMS-500 Aggregator root hot folder during the installation (see step 6 Aggregator Settings in [OMS-500 Aggregator](#)).
3. Make a copy of this folder.

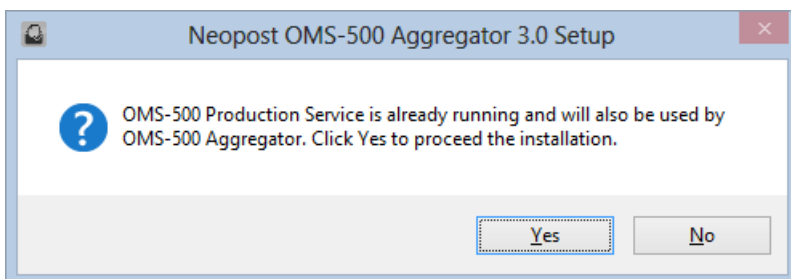
## 7.2 CONFLICTS WITH INSPIRE PRODUCTION SERVER

Installation of OMS-500 creates its own instance of Inspire Production Server. If Inspire Production Server has already been installed as a part of another application, the installation procedure fails.

To install OMS-500, go to Task Manager and end the Inspire Production Server task.

## 7.3 INSTALLING OMS-500 AGGREGATOR ON OMS-500 SERVER

If you install OMS-500 Aggregator on the OMS-500 server or on a computer where at least one OMS-500 Aggregator is already installed, the following dialog is displayed:



The OMS-500 Aggregator installer contains an installation of OMS-500 Production Service. As the service is already running as part of the OMS-500 server or another OMS-500 Aggregator, it will also be used by the OMS-500 Aggregator which is being installed.

Click on **Yes** to use the existing OMS-500 Production Service and proceed with the installation without issue.

Click on **No** to cancel the installation.

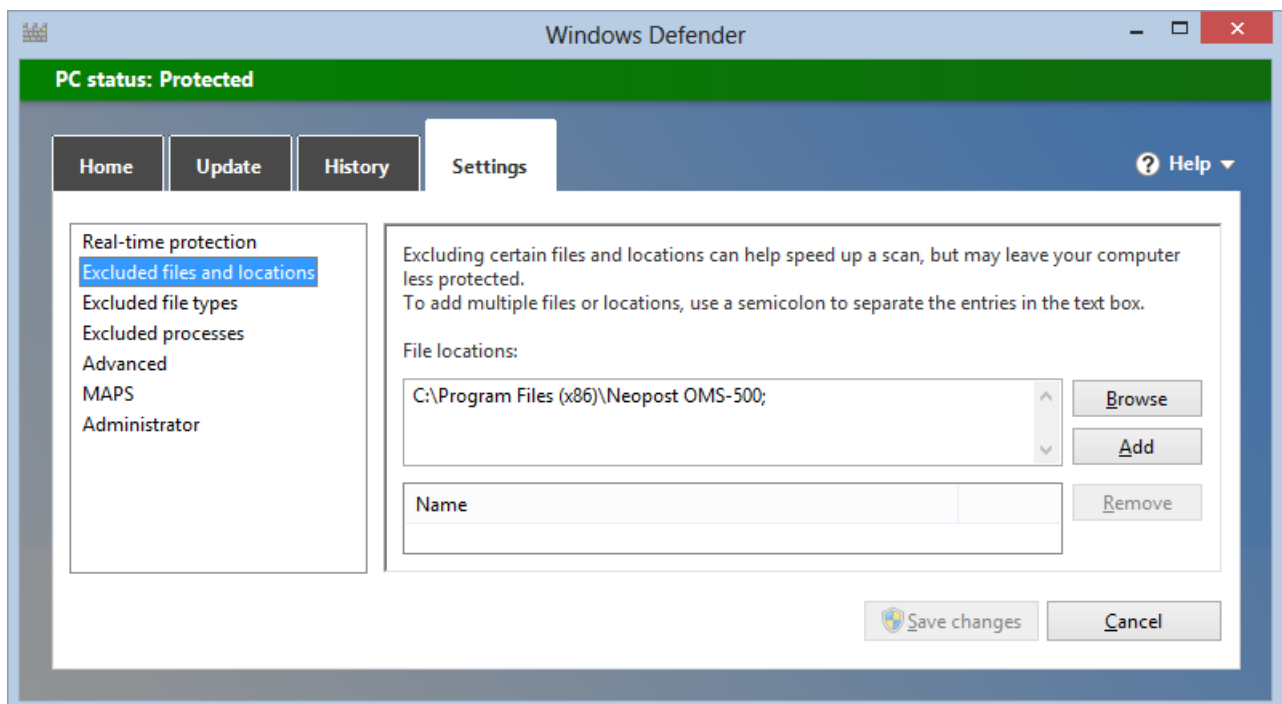
## 7.4 INSTALLING ON WINDOWS SERVER 2008 R2 X64

After you install OMS-500 on Windows Server 2008 R2 x64, you also need to manually install Microsoft Visual C++ 2010 Redistributable Package [x64].

## 7.5 PERFORMANCE OPTIMIZATION

Performance may slow down significantly if you are using Windows Defender (or other antivirus software). To optimize performance, you can exclude the processes connected with OMS-500 from the list of processes scanned by Windows Defender:

1. Go to **Windows Defender | Settings** and click on *Excluded files and locations*.
2. In **File locations**, select the folder where you installed OMS-500.



## 8 UNINSTALLATION

### 8.1 OMS-500

To uninstall OMS-500, go to the **Control Panel | Programs and Features** dialog of your Windows OS, select the OMS-500 entry (according to its name) and uninstall it.


### 8.2 OMS-500 AGGREGATOR

To uninstall OMS-500 Aggregator, go to the **Control Panel | Programs and Features** dialog of your Windows OS, select the OMS-500 Aggregator entry (according to its name) and uninstall it.

After OMS-500 Aggregator is uninstalled, OMS-500 still displays the corresponding remote location in **System Settings | Remote Locations**.



Uninstalling OMS-500 unregisters the remote location and unlinks it from all input folders / input print streams / output folders or printers.

As you can no longer use an unregistered remote location, delete it by hovering the mouse pointer over the remote location tile and clicking on the **Delete**  icon.

### 8.3 PS WRITER HOT FOLDER

To uninstall PS Writer Hot Folder use any of the following methods:

- Go to the **Control Panel | Programs and Features** dialog, select the PS Writer entry (according to its name) and uninstall it,
- Go to the **Control Panel | Devices and Printers**, right-click on the virtual printer and select **Remove device**.