



## *Wellnomics® Risk Management Software 3.4.3*

# *IT Administration Guide*

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As a software vendor Wellnomics Ltd endeavors to check the impact of such Service Packs and Software Updates, however we are unable to replicate all of our client's technical environments and configurations. This can lead to situations where our own tests reveal no problems but some customer's installations exhibit detrimental effects from installing the Service Pack or Software Update.

For the above reasons you are strongly advised to investigate, in a test environment, the impact of a Service Pack or Software Update on the operation of the Wellnomics applications, as well as any other applications likely to be affected, prior to applying to an operational / live system.



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# 1 ABOUT THIS GUIDE

This guide has been written for the IT Administrator(s) responsible for installing and maintaining Wellnomics Risk Management.

The software installation process is a critical milestone in the overall implementation project of Wellnomics Risk Management within your organization. Please consult with the project coordinators(s) who are responsible for managing the implementation of Wellnomics Risk Management before attempting to install and configure the software.

What this guide covers:

- An overview of the Wellnomics Risk Management Software architecture.
- Installation concepts and procedures.
- User management and general troubleshooting.

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**Important Note:** It is highly recommended that you read this entire guide (with special attention given to the **System Requirements** section) to maximize your knowledge and understanding of the Wellnomics Risk Management Software before attempting to install and configure the software.

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For more information on the Wellnomics WorkPace client application, see the *Wellnomics WorkPace IT Administration Guide*.

For more information on the Wellnomics Portal Website, see the *Wellnomics Risk Management User Guide*.

For more information about Wellnomics, see our website at <http://www.wellnomics.com>



## 2 SOFTWARE COMPONENTS

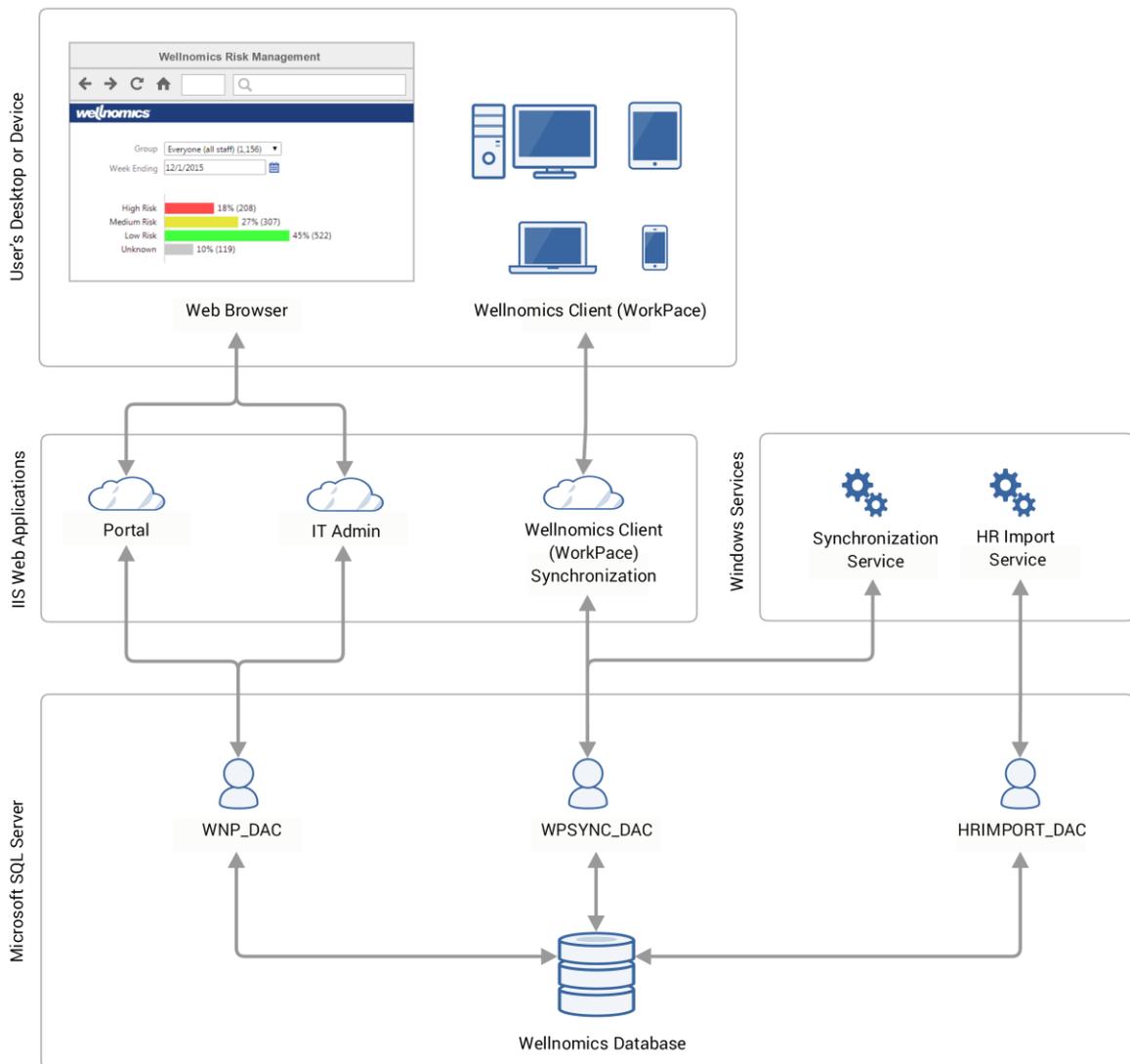
Wellnomics Risk Management consists of 1 Client component and 6 Server components.

**Client Component:**

- Wellnomics WorkPace (installed executable running on user’s PC)

**Server Components:**

- Wellnomics Database (stored in Microsoft SQL Server 2008R2, 2012 or 2014 Standard)
- Wellnomics IT Administration Website (running as an IIS 7.x or IIS 8.x website)
- Wellnomics Portal Website (running as an IIS 7.x or IIS 8.x website)
- Wellnomics Synchronization Application (running as an IIS 7.x or IIS 8.x web application)
- Wellnomics Synchronization Service (running as a Windows Service)
- Wellnomics HR Import Service (running as a Windows Service - depends on Synchronization Service)



Wellnomics Risk Management Software Components Diagram

## 3 SYSTEM REQUIREMENTS

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### IT Administrator Prerequisites

Every system that is Server based and provides services to large numbers of users needs facilities to delegate or assign specific tasks to certain individuals. This need is driven from the fact that some tasks require specific knowledge or privileged access.

To install and maintain Wellnomics Risk Management and the Microsoft® SQL Server Database we require that the IT Administrator be experienced in two skill sets; both IT Administrator skills and Database Administration skills.

The IT Administrator needs to be experienced in performing the following IT Administration tasks:

- Installing, configuring and maintaining a Windows 2008R2/2012R2 Server.
- Configuring and maintaining Microsoft Internet Information Services.
- Installing and configuring web based applications.
- Setting permissions on shared folders and files.
- Creating Domain users.
- Setting up an SMTP server or the redirection to a valid SMTP server.

The IT Administrator needs to be experienced in performing the following Database Administration tasks:

- Installing, configuring and maintaining SQL Server 2008R2/2012.
- Managing Database security.
- Creating Database users.
- Database Backup / Restore and Snapshots.

### Disclaimer

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***The IT Administrator must be fully qualified in administering any other vendor software applications, operating systems, computer platforms or network environments that are to be used in conjunction with the Wellnomics Risk Management Software.***

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## Server Software Requirements

Wellnomics Risk Management is based on Microsoft technology and requires the following software components:

- Microsoft Windows Server 2008 R2 / 2012 R2 (64-bit) / 2016
- Microsoft Internet Information Services (IIS) 7.x or 8.x
- Microsoft .NET Framework 4.5.2 or later
- Microsoft SQL Server 2008 R2 / 2012 / 2014 with the latest Service Packs installed
- All Windows Operating System Updates and relevant Service Packs applied
- Access to an SMTP server
- Node.js JavaScript Runtime

### What are all the software components, and what do they mean?

---

The supported platform configuration for the Web Server and Database Server in Wellnomics Risk Management are as follows:

<b>Web Server</b>	
Microsoft Operating System	Windows Server 2008 R2 / 2012 R2 / 2016
Microsoft Web Services	IIS 7.x or IIS 8.x
Microsoft .Net CLR	.Net 4.5.2 or later Framework USA or UK English Locale

<b>SQL Server</b>	
Microsoft Operating System	Windows Server 2008 R2 / 2012 R2 / 2016
Microsoft Web Services (req by SQL)	IIS 7.x or IIS 8.x
Microsoft .Net CLR	.Net 4.5.2 or later Framework USA or UK English Locale
Microsoft Database Server	SQL Server 2008 R2 / 2012 / 2014 Standard
Microsoft Database Service Packs	At Least Service Pack 1

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**Please note:** The Web Server and the Database Server are designed to operate independently of each other. It is therefore possible to run the Web Server and SQL Server on either two separate servers, or both together on the same server machine. If you intend on installing on two servers, you must ensure that there are no security policies that prevent full (and un-modified) communication between these two server machines.

---

### Why the R2 releases?

1. The R2 releases are the stable releases of each Windows Server operating system, and contain many service packs and bug fixes.
2. The R2 releases come with the later (revised and bug-fixed) versions of the Microsoft .NET Frameworks and Microsoft Internet Information Services (IIS).
3. Our development and testing has been performed on these software platforms.

### Are Windows Server 2016 and SQL Server 2014 fully supported?

Yes, Wellnomics Risk Management is fully tested in Microsoft Windows Server 2016 and Microsoft SQL Server 2014.

### Web Service Extensions

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Wellnomics Risk Management is an ASP.NET v4.5 application, and as such requires that ASP.NET v4.5 be installed and "Allowed" under ISAPI and CGI Restrictions in IIS 7.x

It is also important that the locale of the server is set to either USA or UK English when the Microsoft .Net Framework is installed. This is to ensure that .Net v4.5.2 installs in a manner that supports the "." symbol as the decimal separator, and the "," symbol as the thousands separator.

### Why do I need to install a Microsoft SQL Server Service Pack?

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Wellnomics Risk Management requires that at least Service Pack 1 be applied to Microsoft SQL Server 2008R2. Wellnomics Risk Management has been designed and tested to run with all of the updates and service packs available at the time of release.

### Microsoft SQL Server user licenses

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Wellnomics Risk Management stores, processes, and retrieves data from the Wellnomics database in Microsoft SQL Server using just three logins.

All reports and database administration are accomplished through a Web-based interface which uses one of these secure logins to connect to the database. The other two secure logins are used by the WorkPlace Synchronization Application and Wellnomics HR Import processes.

### Microsoft SQL Server Transaction Logs

---

Every transaction sent to the Microsoft SQL Server by any of the Wellnomics Risk Management applications (Web Applications and Windows Services) is first entered in the Wellnomics database transaction log. The transaction log is used to keep track of, and roll-back any transactions that may fail.

This log file (.LDF) is normally configured to be stored along-side the Wellnomics database file (.MDF) in the path `C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data`

What Microsoft SQL does with the transaction log after a transaction has successfully completed depends on which "Recovery model" is set in the *Properties->Options* section for this database.

Using the *Simple Recovery* model, each transaction is removed from the log after its successful completion.

Using the *Full Recovery* model, each transaction is retained in the transaction log until the log is either backed up or compressed using the "Shrink" function.

It is very important that **if the recovery model** is set to "Full", that "Transaction Log Shipping" is used (or another regular maintenance plan) to trim/truncate the transaction log. If this is not done on a regular basis the transaction log will keep growing until either the hard drive is full or until the size stated for the files *Autogrowth* limit is reached. If the transaction log cannot be written to then Microsoft SQL will stop processing new transactions.

### Microsoft SQL Server Authentication

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The Wellnomics Risk Management components communicate with the Wellnomics Database using SQL Server Authentication. Your Microsoft SQL Server must be configured to allow SQL Server authentication. This is enabled under SQL Server Instance > Properties > Security > Server authentication. Please ensure this is set to "**SQL Server and Windows Authentication mode**".

### Database Files Initial Size and Autogrowth Settings

---

An I/O intensive process that Microsoft SQL Server may perform on a regular basis is database file autogrowth.

Microsoft SQL Server pre-allocates a certain amount of initial disk space for the Wellnomics database, and once the contents of that database reaches or exceeds that amount Microsoft SQL Server will automatically grow the database file by a specified amount.

Microsoft SQL Server also pre-allocates a certain amount of initial disk space for the Wellnomics database transaction log, and once the contents of that transaction log reaches or exceeds that amount Microsoft SQL Server will automatically grow the transaction log file by a specified amount.

The **Initial Size** and **Autogrowth** settings for both database and transaction log files may be viewed/modified using Microsoft SQL Server Management Studio, in the *Properties->Files* section of a database.

Microsoft Best Practices for Microsoft SQL Server Autogrow considerations (<http://support.microsoft.com/kb/315512>) state that "...you must consider autogrow to be merely a contingency for unexpected growth. Do not manage your data and log growth on a day-to-day basis with autogrow."

In other words, you can use alerts or monitoring programs to monitor file sizes and grow files proactively (manually). This helps to avoid fragmentation and permits you to shift these maintenance activities to non-peak hours.

**The Data File**

The rate at which the Wellnomics Database increases in size depends on what statistics are being recorded in the WorkPace desktop application.

The table below illustrates the maximum (worst-case) scenario for disk storage requirements for a Wellnomics Risk Management database where the following statistics are being recorded and transmitted by Wellnomics WorkPace:

- Computer Usage
- Breaks
- Wellnomics WorkPace Settings
- Main Keys
- Application Usage (optional)

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**Note:** Disabling the recording and storage of Application Usage statistics will reduce the figures stated below by as much as 60% - 80%. Please see the section on Settings Control at the end of this guide for more information.

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Guidelines for the **Initial Size** and **Autogrowth** settings for the Wellnomics Data files

Users	Guideline	New Installation	1 years history	2 years history
1 - 1,000	2GB for the coming year plus 2GB for each year of history	Initial Size: 2GB Autogrowth: 2GB	Initial Size: 4GB Autogrowth: 2GB	Initial Size: 6GB Autogrowth: 2GB
1,001 - 10,000	20GB for the coming year plus 20GB for each year of history	Initial Size: 20GB Autogrowth: 20GB	Initial Size: 40GB Autogrowth: 20GB	Initial Size: 60GB Autogrowth: 20GB
10,001 - 50,000	100GB for the coming year plus 100GB for each year of history	Initial Size: 100GB Autogrowth: 100GB	Initial Size: 200GB Autogrowth: 100GB	Initial Size: 300GB Autogrowth: 100GB
50,001 - 100,000	200GB for the coming year plus 200GB for each year of history	Initial Size: 200GB Autogrowth: 200GB	Initial Size: 400GB Autogrowth: 200GB	Initial Size: 600GB Autogrowth: 200GB



## The Log File

The **Initial Size** and **Autogrowth** settings for the Wellnomics database Log file are a little more difficult to make recommendations on as they depend on the maximum size of the largest transaction that will be processed in your environment.

The largest transaction that Wellnomics Risk Management processes is the HR Import. The actual size of the HR Import transaction is affected by the following factors:

- Number of records in the file (employees) being changed since last time
- Number of extended fields in the file (e.g. Location, Department, etc.)
- Volume of text in the extended fields
- Number of custom groups that have been created by Wellnomics Risk Management users

As a guide, set the Initial Size of the Log File to about one quarter of your total number of records in your HR Import file. For example, if your HR Import file contains 15,000 rows set the Initial Size of the Log File to **3,750MB** with an Autogrowth setting of **10%**. This will grow the Log File by 375MB if and when it is needed.

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## SMTP Server

Wellnomics Risk Management provides system alerts and prompts to users through simple HTML email messages. For this reason the Wellnomics server must have access to an SMTP server for forwarding these emails.

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**Note:** Any SPAM filtering performed by the SMTP server must include mail from the Wellnomics server in its accepted Whitelist.

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## Installing Web components on a Domain Controller

When a Windows Server is assigned the role of Domain Controller, a security settings template is applied to that server which will prevent the Wellnomics Risk Management software from functioning correctly.

Wellnomics Risk Management is **not** supported for installation on a Domain Controller.

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## JavaScript Considerations

Both IT Administration and Wellnomics Portal Websites utilize client-side scripting in the form of JavaScript to accomplish various functions.

- Drop-down menus
- Individual Risk Reports
- Management Reports
- Page footer positioning
- HR Import status indicators

The webserver URL must be added to the "Trusted Sites" zone in Internet Explorer if active content/scripting has been disabled by default.

For example, if the base URL for the Wellnomics Risk Management websites is `http://MyServer`, then this should be entered into the "Add this Web site to the zone" field within the Trusted Sites dialog.

## IIS

Internet Information Services (IIS) may require a few configuration settings to be modified to support Wellnomics Risk Management.

### Role Services

When adding the Web Server (IIS) Role to Microsoft Windows Server, please ensure that all of the **default** Services are selected for this Role. In addition, the following (non default) Role Services must be selected:

- All of the Application Development services, with the exception of CGI
- Under the Security category, Basic Authentication and Windows Authentication
- All of the IIS6 Management Compatibility services

### ISAPI and CGI Restrictions

Please ensure that all ASP.NET v4.5.x items are **Allowed** on the web server.

### Application Pool Settings

All three of our web applications (Wellnomics Portal, IT Administration Website, and Synchronization Application) must be installed to use an application pool (or pools) with the following settings:

- .Net Framework Version = **v4.0** (*this means whatever 4.x version is installed*)
- Enable 32-Bit Applications = **True**
- Managed Pipeline Mode = **Integrated**

You can check the settings for each application pool in the Internet Information Services (IIS) Manager (you can get there through **Server Manager > Roles > Web Server**), select each application pool for your server and access the Advanced Settings. Either make a note of an existing application pool that matches the above criteria or create a new application pool that contains these settings.

The three web application installers as well as the Unified Installer (Wellnomics Portal, IT Administration Website, and Synchronization Application) will prompt you to select an appropriate application pool during installation. Selecting an application pool that is not configured with the required settings will cause the application to fail after installation.

### Installing as Administrator

To run the web application installers on a Microsoft Windows 2008R2 Server you must run each installer as Administrator (Running a website installer application as a user with administrator rights is not enough on a Microsoft Windows 2008R2 Server). To run an installer as Administrator shift-right-click on the installer application and select the option to "Run as different user". Enter the Administrator credentials at the Windows Security dialog that pops up.

### After installing each web application

There may be some items that need to be manually configured after each web application is installed. Please pay close attention to any IIS specific instructions that may appear in the following documentation.

## Server Hardware Requirements

The table below provides a guide to the minimum server hardware requirements for hosting Wellnomics Risk Management in a production environment. Better performance will be achieved by exceeding these minimum specifications.

For less than 1,000 users both Microsoft IIS and Microsoft SQL Server may be run on the same machine.

For more than 1,000 users a separate machine for Microsoft IIS Server and Microsoft SQL Server is recommended. Disk drives should be run in a RAID configuration to maximize data transfer rates.

Users	Microsoft IIS/SQL Server	Microsoft IIS Server	Microsoft SQL Server
1 - 1,000	x86-64 bit 2-core CPU 3.0 GHz 8 GB RAM	-	-
1,000 - 10,000	-	x86-64 bit 2-core CPU 3.0 GHz 8 GB RAM	x86-64 bit 2-core CPU 3.0 GHz 8 GB RAM
10,000 - 50,000	-	x86-64 bit 4-core CPU 3.0 GHz 8 GB RAM	x86-64 bit 4-core CPU 3.0 GHz 8 GB RAM
50,000 - 100,000	-	x86-64 4-core CPU 3.0 GHz 16 GB RAM	x86-64 4-core CPU 3.0 GHz 16 GB RAM

As a general rule, please allow approx. 2 MB per user per year for the storage of computer use and compliance data in the Wellnomics Database.

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**Please Note:** Microsoft SQL Server will add its own overhead to the Wellnomics database for internal SQL system processes. This overhead may be configured within the Microsoft SQL Server configuration settings by the Microsoft SQL Server Administrator. It is also important to note that the size of the Wellnomics database may temporarily increase by a factor of up to 150% during upgrades.

---

As all of the Wellnomics Risk Management reports and functions are performed on a Web Server platform, speed and general response times are greatly dependent on both server and network load.

When determining what server hardware to use for Wellnomics Risk Management please give consideration to any other web applications and/or databases that may be sharing the server(s) resources.

### Client Software and Hardware Requirements

**Minimum System Requirements for the Wellnomics WorkPace desktop software:**

- PC with 1 gigahertz or higher processor 32-bit or 64-bit processor.
- 1 gigabyte (GB) of RAM.
- 180 megabytes (MB) of available hard disk space.
- 1024 x 768 or higher-resolution video adapter and monitor.
- Windows 10, Windows 8/8.1, Windows 7.
- Windows Media Player and/or H.264 compatible codec (required for WorkPace HD Exercises)
- Internet Explorer 11 or later.

Actual system requirements may vary based on individual PC configurations, taking into account resources used by

other applications that may already be installed. Additional hard disk space may be required if you are installing WorkPace over a network.

**Please confirm the following information before proceeding to install Wellnomics Risk Management:**

IT Administrator meets prerequisites (see IT Administrator Prerequisites on page 11)

IT Administrator Name: \_\_\_\_\_

Server(s) meet minimum Software requirements:

Microsoft Windows Server version:

2008 R2

2012 R2

2016

Microsoft IIS 7.x or 8.x

Microsoft .Net 4.5.x

Microsoft SQL Server version:

2008 R2 Standard

2012 Standard

2014 Standard

SMTP Server Name: \_\_\_\_\_ Port: \_\_\_\_\_

SQL Server Recovery Model:

Simple

Full  Transaction Log Shipping

SQL Server Authentication is Enabled.

(Upgrade) Number of Users: \_\_\_\_\_ Years of History: \_\_\_\_\_

Data / Log File Initial Size: \_\_\_\_\_ / \_\_\_\_\_

Data / Log File Autogrow: \_\_\_\_\_ / \_\_\_\_\_

Server(s) meet minimum Hardware requirements (see Server Hardware Requirements)

Registration Key issued by Wellnomics Ltd

Registration name: \_\_\_\_\_

Registration key: \_\_\_\_\_

CSV file containing HR field data and reporting structure for importing into Wellnomics Risk Management (see HR Import on page 89). Wellnomics Risk Management requires each user's full login id including domain identification.

## 4 UPGRADING FROM A PREVIOUS VERSION

Before upgrading Wellnomics Risk Management there are several important processes that must be followed.

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### Before Upgrading

While the Wellnomics database may be upgraded (retaining the majority of all configuration settings) using a series of Microsoft SQL scripts, the Web Applications and Windows Services must be completely uninstalled and removed before the new version of Wellnomics Risk Management may be installed.

Before removing your current version of the Web Applications and Windows Services, you must record and/or backup important information about your current installation.

- Registration Name and Registration Key

These are the current registration details stored in Wellnomics Risk Management. The details may be obtained from the IT Administration website, under **System Configuration -> Registration**. Please note these details here for reference:

Registration Name: \_\_\_\_\_

Registration Key: \_\_\_\_\_

- Administrator Email Address and Password

The IT Admin website installer will prompt you to enter the email address and assign a password for the built-in "Admin" user. This may have already been assigned when Wellnomics Risk Management was first installed within your company. The details you provide the IT Admin website installer will override the previous details held in the Wellnomics database. Please note these details here for reference:

Admin User Email Address: \_\_\_\_\_

Admin User Password: \_\_\_\_\_

- SMTP Server Details

The IT Admin website installer will prompt you to enter details of your SMTP Server (Wellnomics Risk Management must have access to a SMTP Server to send system alert messages, etc.). This may have already been assigned when Wellnomics Risk Management was first installed within your company and may be obtained from the IT Administration website, under **System Configuration -> SMTP Settings**. The details you provide the IT Admin website installer will override the previous details held in the Wellnomics database.

SMTP Server: \_\_\_\_\_

Port: \_\_\_\_\_

From Address: \_\_\_\_\_

Backup your current Wellnomics Risk Management installation.

- In the Wellnomics IT Admin Website, use the option *System Configuration -> Portal Status* to place the user portal website in **offline** mode.
- Make a backup copy of the current Wellnomics Risk Management Database.

**This is vital**, as if the upgrade process fails for any reason, you will need to restore the database from backup before re-running the upgrade.

- Make a backup copy of all Web Application directories. The contents of the Profiles subdirectory of the Wellnomics Synchronization Application is especially important for retaining your existing user settings profiles for use in the new version.

The default location for these directories is as follows:

```
C:\Inetpub\wwwroot\Wellnomics
C:\Inetpub\wwwroot\WellnomicsAdmin
C:\Inetpub\wwwroot\Wellnomics_Sync
```

- Each of the three Web Application directories contains configuration information on how each one connects to the Wellnomics database. This configuration information is stored in the file `web.config` within each directory. Please review the section `<connectionStrings>` within each file and note the details in the following table. You will need this information when installing the new versions of these websites.

<connection Strings>	Wellnomics	WellnomicsAdmin	Wellnomics_Sync	
Data Source =				(Database Server Name)
Initial Catalog =				(Database Name)
Password =				(Password)

- The Wellnomics IT Administration Website is configured to connect to the Portal and Synchronization web applications for performing system checks. Please take note of the two path values for the following keys in the `web.config` file for the IT Administration Website:

	Value to Record	
<add key="WPSync_AdminService.WPSync_AdminService" value="http://		/services/WPSync_AdminService.asmx" />
<add key="Portal_AdminService.portal_adminservice" value="http://		/public/services/portal_adminservice.asmx" />

- Make a backup copy of the directories containing the two Wellnomics Windows Services.

The default location for these directories is as follows:

```
C:\Program Files\Wellnomics\Wellnomics Synchronization Service v2.x
C:\Program Files\Wellnomics\Wellnomics Service
```

- Each of the two Wellnomics Windows Service directories contain configuration information on how each one connects to the Wellnomics database. This configuration information is stored in within each directory in the files indicated below. Please review the section `<connectionStrings>` within each file and note the details in the following table. You will need this information when installing the new versions of these Wellnomics Windows Services.

	Wellnomics Synchronization Service v2.x	Wellnomics HR Import Service v2.x	
	(WpSync.StatisticsUpdater.exe.config)	(WellnomicsService.exe.config)	
Data Source =			(Database Server Name)
Initial Catalog =			(Database Name)
Password =			(Password)

- Use the Windows **Add or Remove Programs** to uninstall the previous versions of the Wellnomics Synchronization Service and the Wellnomics HR Import Service.

This will ensure that these Windows services are correctly stopped and removed.

*If you have any problems removing these services please refer to Manual Service Removal on page 113 for further information.*

- Use the Windows **Add or Remove Programs** to uninstall the previous versions of the Wellnomics Portal Website, Wellnomics IT Admin Website, and the Wellnomics Synchronization application.

This will ensure that these web sites/applications are correctly stopped and removed. Microsoft also recommends that you check and manually remove (if necessary) the virtual directory entries in IIS, and the physical website file directories (in C:\Inetpub\wwwroot\ ) if the uninstaller fails to completely remove these items.

- Place the Wellnomics Portal website on "offline" mode
- Wellnomics Database full backup performed
- Backup copy of Wellnomics website directories
- Document website connection details
- Backup copy of Wellnomics Windows Services
- Document service connection details
- Uninstall previous versions of the Wellnomics Synchronization and HR Import Services
- Uninstall previous versions of the Wellnomics Web Applications

## Upgrading the database

We have designed a series of scripts that will upgrade a Wellnomics Risk Management database on a Microsoft SQL Server platform from version 2.5 and onwards to the latest version.

These scripts provide full visibility to the DBA in charge of your Microsoft SQL Server environment, allowing them to check and approve the Wellnomics database for deployment.

---

**Please Note:** One new requirement for the HR Import to succeed in version 2.6 and onwards, is that the database needs to have "Optimistic Locking" enabled. The upgrade script will therefore attempt to activate the READ\_COMMITTED\_SNAPSHOT setting in SQL for the Wellnomics Risk Management database. If the database detects that it is "in use" the upgrade script will timeout and fail. Please ensure that a full and tested backup of the database is taken, and also ensure that the database is not in use (see the SQL `sp_who2` command) before running the upgrade scripts.

---

Please consider available storage space and any disk quota limitations on the Microsoft SQL server before upgrading the Wellnomics database. This is because the process of converting the database tables may temporarily expand the space used by the Wellnomics database by a factor of x2.5.

The following calculation gives a rough measurement for the space requirements when upgrading the Wellnomics database.

Open Microsoft SQL Server Management Studio and navigate to the database to be converted. Right-click and select "Reports / Standard Reports / Disk usage by Table". The report will contain the data for the tables `dbo.DailyApplicationStatistics` and `dbo.DailyStatistics`.

The larger of the data sizes for these tables indicates the maximum amount of space required to perform the transition. The database might temporarily grow an additional half of this size.

For example, if the larger of these two tables is 36 GB then then maximum space used by the Wellnomics database while upgrading is 87.5 GB ( $36 * 2.5 = 87.5$ ).

Also note that if Full Recovery mode has been enabled in Microsoft SQL then the log files should be allowed to grow to the size of the entire database.

---

**WARNING** - Any changes made to the database deployment scripts are not supported and may cause the deployment process to fail. Checks within the Web components of Wellnomics Risk Management will validate the database structure and will refuse to function if any changes are detected.

---

Located within the `Database Scripts\UpgradeWellnomics` subdirectory of the Upgrade folder is the upgrade script we will use to upgrade the Wellnomics database.

Use the Windows command prompt and navigate to the `UpgradeWellnomics` directory before running the Database Upgrade Script. Use the following syntax to upgrade the Wellnomics database:

```
UpgradeWellnomics.cmd SQLServer DatabaseName
```

**SQLServer:** If running the script from the Microsoft SQL Server itself you may set this value to `localhost`, or state the named instance of your Microsoft SQL Server on your network.

**DatabaseName** State the name of your Wellnomics database. We suggested using the name `Wellnomics`.

The upgrade script will then provide a list of available upgrade versions. Unless you have a specific reason to do

so, or unless have been directed to select any of the other options by Wellnomics Support, please select the option that upgrades your database to the very latest version available.

The script uses Windows Authentication so you must have DBA access rights to the Microsoft SQL Server.

Once completed you will see that the Wellnomics database has been successfully upgraded

-----  
 Successfully completed database upgrade to Version x.x.  
 -----

### Upgrading the web server components

Follow the standard installation instructions as set out in the product installation chapters, starting with the Wellnomics IT Administration Website.

Do **NOT** run the Wellnomics new database deployment script. As we have completely removed/uninstalled the previous version of the web server components, you must reinstall the new versions of the Wellnomics web sites and Windows services.

#### Installing the new Wellnomics IT Administration Website

- At the **Select Installation Address** screen, select the web site (normally the *Default Web Site*) that hosts the Wellnomics IT Administration Website. Next, please enter the Virtual directory name (normally *WellnomicsAdmin*) used for storing the Wellnomics IT Admin Website files.
- Enter the *Database Server*, *Database Name*, and *Password* (obtained in the previous section) at the **Wellnomics Database Configuration** screen when prompted.
- At the **Wellnomics SMTP Configuration** screen please enter this information from the notes that you were asked to record at this start of this chapter..
- At the **Wellnomics Web Site and Wellnomics Synchronization URLs** screen, enter the base URLs noted in the previous section. *Portal\_AdminService* value for the Wellnomics Site and *WPSync\_AdminService* value for the Wellnomics Synchronization Site.
- During the final stages of installing the Wellnomics IT Administration Website you will be prompted to enter your **Administrator and License Details**. Please enter this information from the notes that you were asked to record at this start of this chapter.

If this installer fails to load the **Administrator and License Details** web-page, please browse to the `InstallAdministration.aspx` file, within the IT Administration website folder (`../WellnomicsAdmin/Public/InstallAdministration.aspx`) to enter your details.

#### Installing the new Wellnomics Portal Website

- At the **Select Installation Address** screen, select the web site (normally the *Default Web Site*) that hosts the main Wellnomics user-portal Website. Next, please enter the Virtual directory name (normally *Wellnomics*) used for storing the Wellnomics Portal Website files.
- Enter the *Database Server*, *Database Name*, and *Password* (obtained in the previous section) at the **Wellnomics Database Configuration** screen when prompted.

#### Installing the new Wellnomics Synchronization Application

- At the **Select Installation Address** screen, select the web site (normally the *Default Web Site*) that hosts

the Wellnomics Synchronization Application. Next, please enter the Virtual directory name (normally *Wellnomics\_Sync*) used for storing the Wellnomics Synchronization Application files.

- Enter the *Database Server*, *Database Name*, and *Password* (obtained in the previous section) at the **Wellnomics Database Configuration** screen when prompted.

### Installing the new Wellnomics Synchronization Service

- The previous version of the Wellnomics Synchronization Service has been removed as discussed earlier, and should now be replaced by the installation of the new version of the Wellnomics Synchronization Service.
- Enter the *Database Server*, *Database Name*, and *Password* (obtained in the previous section) at the **Wellnomics Database Configuration** screen when prompted.

### Installing the new Wellnomics HR Import Service

- The previous version of the Wellnomics Service has been removed as discussed earlier, and should now be replaced by the installation of the new version Wellnomics HR Import Service.
- Enter the *Database Server*, *Database Name*, and *Password* (obtained in the previous section) at the **Wellnomics Database Configuration** screen when prompted.

Once the new version of Wellnomics Risk Management is fully deployed, restore the XML files that contain the Settings Profiles data into the Profiles subdirectory of the Wellnomics Synchronization Application virtual directory.

---

**Please Note:** Due to the way in which the scripts upgrade the Wellnomics database, the reporting groups (both *system* and *custom* types) need to be rebuilt. This is done automatically when performing an HR Import. Please perform an HR Import before making the Wellnomics Portal available to your users.

---

## Confirm Successful Upgrade

To verify that Wellnomics Risk Management has been successfully upgraded please confirm the following:

- Wellnomics Database upgraded
- Wellnomics IT Admin website installed and accessible
- Wellnomics Portal website installed
- Wellnomics Synchronization Application installed
- Wellnomics Synchronization Service installed and configured
- Wellnomics Service installed and configured
- Setting Profile XML files are restored
- Perform HR Import

## 5 INSTALLING THE WELLNOMICS DATABASE

Wellnomics Risk Management uses a Microsoft SQL Server database to store all of your users' statistical data history as well as calculation algorithms, and supervisor reporting structures.

Our first step in installing Wellnomics Risk Management is to install and configure the Wellnomics database.

---

**Please note:** Your Microsoft SQL Server Authentication method must be set to SQL Server and Windows Authentication (mixed) Mode.

If you wish to modify your Microsoft SQL Server Authentication settings, please do the following (please refer to the Disclaimer on page 11 before you proceed):

- Run the Microsoft SQL Management Studio,
  - Right-click on the Microsoft SQL Server Name in the Object Explorer window and select **Properties**,
  - In the **Security** settings page you will see a **Server Authentication** section,
  - Set the Server Authentication to **SQL Server and Windows Authentication** mode.
- 

We have designed a series of scripts that are used to create a Wellnomics Risk Management database on Microsoft SQL Server.

These scripts provide full visibility to the DBA in charge of your SQL Server environment, allowing them to check and approve the Wellnomics database for deployment.

---

**WARNING** - Undocumented changes made to the database deployment scripts are not supported and may cause the deployment process to fail. Checks within the Web components of Wellnomics Risk Management will validate the database structure and will refuse to function if any changes are detected.

---

### In This Chapter:

Installing the Wellnomics database using the Deployment Script .....	28
Database Installation Confirmation.....	34

### *Installing the Wellnomics database using the Deployment Script*

Located within the Database Scripts directory is the Database Create Script `CreateWellnomics.cmd`

Use the Windows command prompt to navigate to the Database Scripts directory before running the Database Create Script. Use the following syntax to deploy the Wellnomics database:

---

**Please note:** You must run the installation script as a user with DBA access rights, as the script needs to create several data-access accounts on the Microsoft SQL server. You must also have write access to the directory containing the database deployment script, as the script will create a log using the naming convention `CreateWellnomicsDatabase_{SQLServer}_{databaseName}.log`

---

```
CreateWellnomics.cmd SQLServer DatabaseName
```

<b>SQLServer</b>	If running the script from the Microsoft SQL Server itself you may set this value to <code>localhost</code> , or state the named instance of your Microsoft SQL Server on your network.
<b>DatabaseName</b>	Give your Wellnomics database a name. We suggest using the name <code>Wellnomics</code> .

The script uses Windows Authentication so you must have DBA access rights to the Microsoft SQL Server. As well as creating the Wellnomics database the script will also create four SQL login accounts for the Web Applications and Windows Services to access the database. By default the passwords created for these three accounts are complex but limited in length to just 8 characters. If you receive an error that the password did not meet your Windows security policy you should delete the partially created Wellnomics database, edit the `CreateUsers.sql` script in the `\Scripts` subdirectory to set a longer and/or more complex password, and then re-run the installation script.

Once completed you will see that the Wellnomics database has been successfully created.

```
-----
Successfully created the Wellnomics v3.4 database {SQLServer} {DatabaseName}
-----
```

### Set Security on SQL Accounts

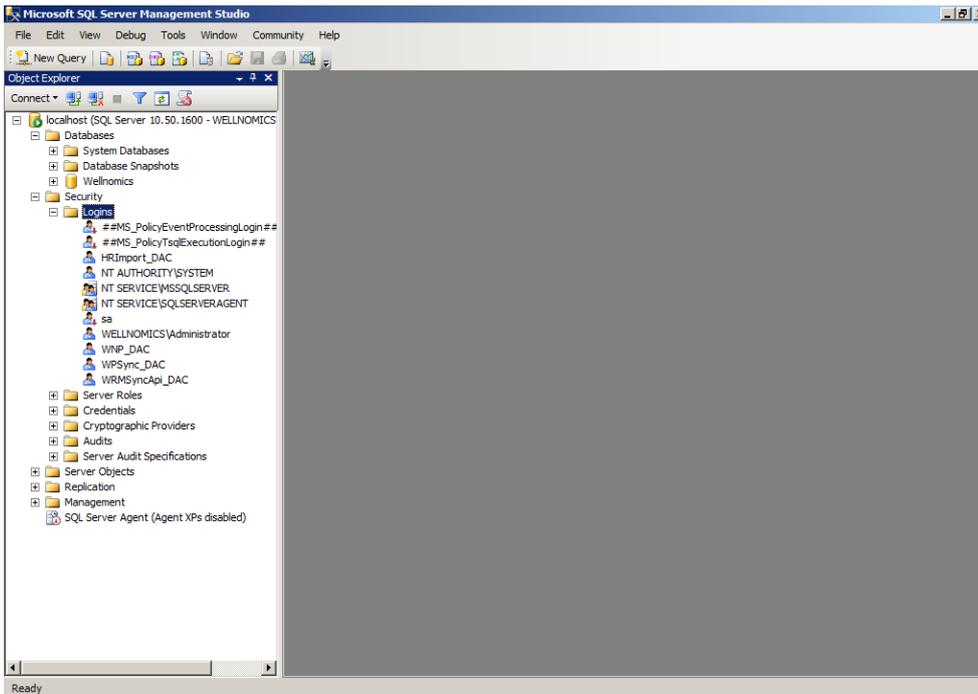
---

The Wellnomics database receives data inputs and requests from five different sources:

4. The Wellnomics IT Administration website
5. The Wellnomics Portal website
6. The Wellnomics Synchronization application (which in turn communicates with the Wellnomics WorkPace client)
7. The Wellnomics Synchronization Service
8. The Wellnomics HR Import Service

The Wellnomics database deployment software has added three security logins to your Microsoft SQL Server. These accounts provide secure access to the Wellnomics database from the sources listed above, and are shown in the Microsoft SQL Server Management Studio under:

```
[Your SQL Server Instance Name] -> Security -> Logins
```



**Login Name**

**Login Description**

**WNP\_DAC**

This is the login that handles requests from the Wellnomics IT Administration and Portal websites:

- It has minimum permissions.
- It may only execute public stored procedures.
- It has SQL Public Access rights.
- Default Language must be set to English

**WPSync\_DAC**

This is the login that handles requests from the Wellnomics Synchronization application and service.

- It has minimum permissions.
- It may only execute public stored procedures.
- It has SQL Public Access rights.
- Default Language must be set to English

**HRImport\_DAC**

This is the login that handles requests from the HR Import service used by the HR Import process with the IT Admin Website.

- It has minimum permissions.
- It may only execute public stored procedures.
- It has SQL Public Access rights.

**WRMSyncApi\_DAC**

This is the login that handles requests from the Wellnomics Synchronization application and service.

- It has minimum permissions.
- It may only execute public stored procedures.
- It has SQL Public Access rights.
- Default Language must be set to English

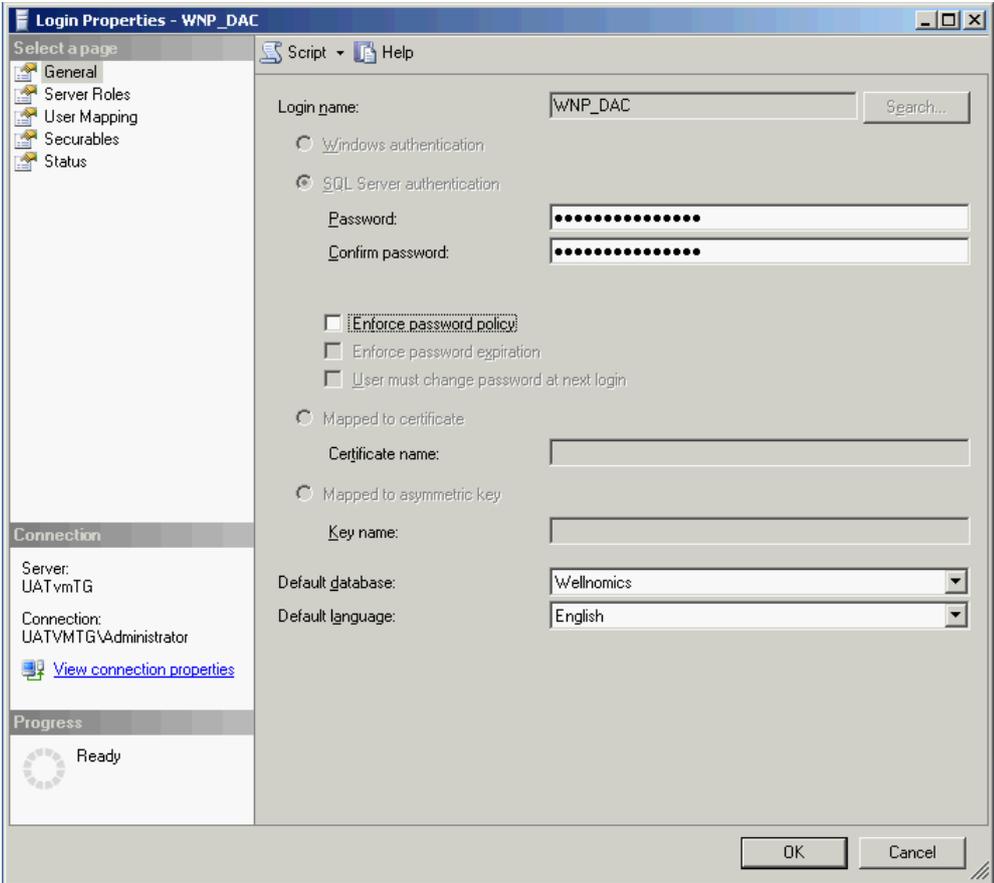
**WARNING!** Do not remove any of the Wellnomics security logins. The Wellnomics database deployment software links these logins to various stored procedures in the Wellnomics database tables. If any of the Wellnomics security logins are removed then these stored procedures are also automatically removed and require the Wellnomics database to be re-installed. Manually recreating the Wellnomics security logins does not recreate the stored procedures.

Please refer to the Disclaimer on page 11 before you proceed.

Open the Properties screen for each of these login accounts and set their passwords as you see fit. The temporary password assigned to each of the security logins by the installation scripts is "p@ssw0rd".

Please note that you may need to disable (un-tick) the **Enforce password policy** setting if you wish to use simple passwords on a server where complex passwords are enforced.

Please make a note of the passwords you assign as you will need to enter them in the following sections of this guide.



Password for WNP\_DAC: \_\_\_\_\_

Password for WPSync\_DAC: \_\_\_\_\_

Password for HRImport\_DAC: \_\_\_\_\_

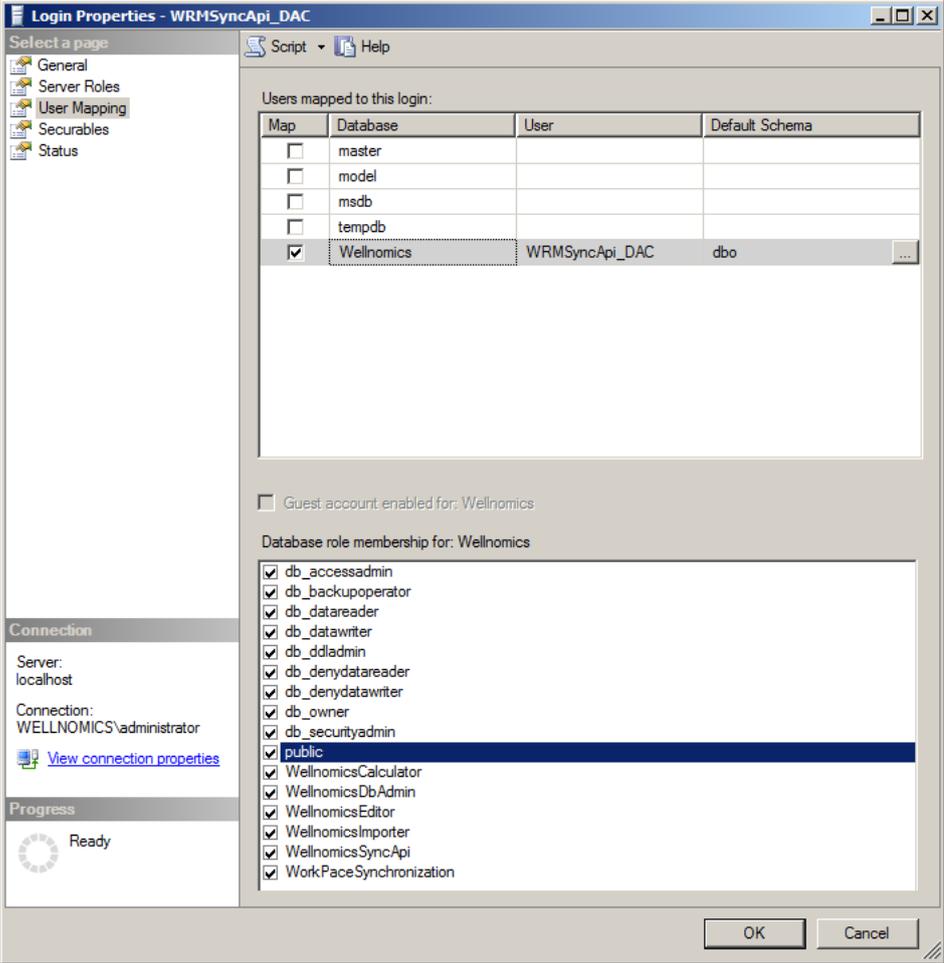
Password for WRMSyncApi\_DAC: \_\_\_\_\_

### **Assigning Roles to WRMSyncApi\_DAC**

---

The WRM Sync Api accesses data across the database and needs to be assigned all of the available roles on the Wellnomics Database.

Open the properties page for the WRMSyncApi\_DAC and navigate to the User Mapping page. Select the Wellnomics Database and make sure all available roles are selected as shown below.



### Database Installation Confirmation

To verify that the Wellnomics SQL Database has been successfully installed please confirm the following:

- Microsoft SQL Server Authentication set to SQL Server and Windows Authentication Mode
- Wellnomics database is deployed
- Set passwords on secure login accounts
  - WNP\_DAC: \_\_\_\_\_
  - WPSync\_DAC: \_\_\_\_\_
  - HRImport\_DAC: \_\_\_\_\_
  - WRMSyncApi\_DAC: \_\_\_\_\_
- Each DAC account Default Language set to "English"

---

**WARNING:** Manual modifications to the Wellnomics database tables or data are strongly discouraged and, unless done with direct instructions from Wellnomics Ltd, are not supported. Unsupervised changes can lead to irrecoverable data corruption, loss of data integrity and/or loss of data.

---



## 6 INSTALLING THE WELLNOMICS IT ADMINISTRATION WEBSITE

Wellnomics Risk Management uses Microsoft Internet Information Services (IIS) to provide online administration tasks, as well as to display online reports.

These online administration services are provided on your Server by way of the Wellnomics IT Administration website application.

### In This Chapter:

Installing the Wellnomics IT Administration Website .....	32
IT Administration Website Installation Confirmation .....	38

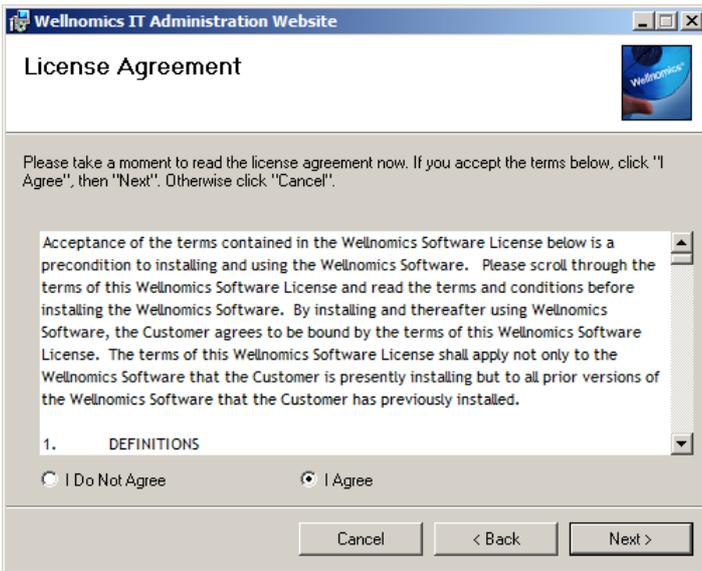
### Installing the Wellnomics IT Administration Website

#### Wellnomics IT Administration Website installer

Run the Wellnomics IT Administration Website deployment application: Wellnomics IT Administration Website.msi

**Please Note:** You must run the installer as the server Administrator, not simply as a user with administrator rights. To achieve this, you may need to open a command prompt windows "As Administrator", and run the installer from the command line.

Click on "Next" and then take a moment to read the license agreement. If you accept the terms click "I Agree", then "Next". Otherwise click "Cancel".



If more than one default website is hosted by your IIS Server, these sites will be listed under the Site drop-down list. Please select either the Default Web Site or the name of the Web Site you wish to use to host the Wellnomics IT Administration Website. You may also select which application pool this website will run its processes under.

**Please Note:** The Application Pool you select must be configured for .Net CLR Version = v4.0, Managed Pipeline Mode = Integrated, and Enable 32-Bit Applications = True.

Accept the default Virtual Directory value of WellnomicsAdmin.

Please enter the following database connection details for the Wellnomics IT Administration Website:

Entry Name	Description
Database Server:	State the named instance of your SQL Server. This will normally be just the name of the server computer running SQL Server.
Database Name:	The name of the Wellnomics database established in the previous section (we suggested using Wellnomics).
Password:	This is the password for the wnp_dac login established in the previous section Set Security on Special SQL Accounts.

Click on the **Next** button to proceed.

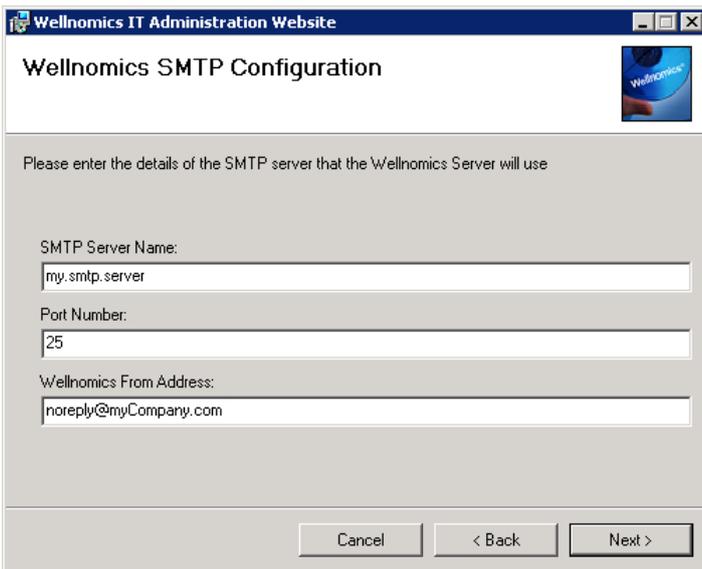
### SMTP Email Configuration

Wellnomics Risk Management uses an SMTP server to send system alert messages to the IT Administrator as well as sending prompts to users.

Please see Email Message Configuration Changes on page 112 for information on changing the default behavior of email messages.

Enter the following information to configure Wellnomics Risk Management to use your SMTP server:

Entry Name	Description
SMTP Server Name:	The full network name of your SMTP (email) Server.
Port Number:	The port number for SMTP Servers is usually 25.
Wellnomics From Address:	This will appear as the From email address when Wellnomics Risk Management sends automated messages.



---

**Please Note:** These settings are not essential to the installation process and may be left blank while clicking on the **next** button to proceed. The SMTP Email Configuration settings may then be configured from within the Wellnomics IT Administration Website.

---

Click on the **next** button to proceed.

### Identify the Wellnomics Portal website and Synchronization Application URLs

---

The Wellnomics IT Administration Website contains some features that need to update certain elements in the Wellnomics Portal website and the Wellnomics Synchronization Application at various times. This ensures that any changes affecting the running of the Wellnomics Risk Management system are updated. This is done by a web service.

Therefore, you need to identify the base URL of the Wellnomics Portal website and the Wellnomics Synchronization Application even though they have not been created or installed yet.

For example, if you intend to use the recommended Wellnomics Portal website name of Wellnomics, you would enter the base URL for the Wellnomics Site in the form:

`http://[web server name]/Wellnomics`

If you intend to use the recommended Wellnomics Synchronization Application name of Wellnomics\_Sync, you would enter the base URL for the Wellnomics Synchronization in the form:

http://[web server name]/Wellnomics\_Sync

---

**Please Note:** The above base URL assumes port 80 is used for the IIS Default website. If you are installing any of the Wellnomics Websites/Applications on a non-port 80 website you will need to define the port number that you will be using in the URL. For example: `http://[web server name]:95/wellnomics`

---

### Admin Password and Registration Details

---

The installer will now redirect you to a page where you must establish the password and contact email address for the primary Wellnomics IT Administrator account, and enter the registration details for Wellnomics Risk Management.

---

**Please Note:** The email address that you use for the Admin account should be that of a Server Team or Distribution List, for the team of people responsible for maintaining Wellnomics Risk Management in your organization. Do not use the email address of an individual user, as the Wellnomics HR Import (the process that creates user accounts on the Wellnomics server) will detect this email address as a duplicate.

---

## Administrator and Registration Details

Please enter the details to be used for the "admin" user and details of the registration name and key given to you upon purchase.

Password	<input type="text"/>
Admin Email	<input type="text"/>
Registration Name	<input type="text"/>
Registration Key	<input type="text"/>

If you are not automatically redirected to this page please use IIS Manager to browse to `\Public\InstallAdministration.aspx` within the WellnomicsAdmin website directory.

Password:                      Define (and note below) an administrator password.

- Administrator Email: The email address of the Wellnomics IT Administrator.  
Registration Name: This name will be supplied by Wellnomics Ltd.  
Registration Key: This key will be supplied by Wellnomics Ltd.

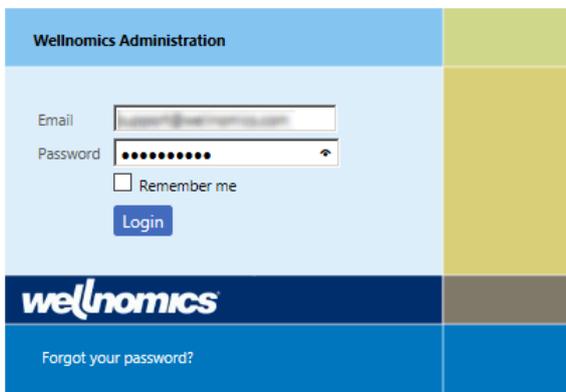
Password for IT Admin User: \_\_\_\_\_

Enter the above information and then click on the *Save* button.

You will now be redirected to the Wellnomics IT Administrator login page where you may log in using the Admin email address and Admin password that was established in the previous step.

If you see a warning about a failure to notify the Wellnomics Synchronization website etc., this is quite normal. When the registration details are changed, the IT Administration website updates these changes within other part of the system - which are not yet installed, hence the warning. This warning can be safely ignored during this initial installation period.

As this primary Wellnomics IT Admin login is not linked to any of your actual Domain accounts, we provide a Wellnomics internal Domain reference of **Wellnomics Admin** to be used just for this Admin account login.



---

**Please Note:** You will be automatically redirected to the Wellnomics IT Administrator Web page by way of a LOCALHOST URL (e.g. <http://localhost/WellnomicsAdmin>). Please ensure that you log into the Wellnomics IT Administrator Web page and update your bookmarks/favorites using a fully qualified URL (e.g. [http://\[Server Name\]/WellnomicsAdmin](http://[Server Name]/WellnomicsAdmin)) before performing any administration tasks such as an HR Import.

---

## System Check

---

After logging into the Wellnomics IT Administration Website you are automatically be directed to the System check page.

## System check

### Database

- ✓ **Database Version**  
Database version (3.0.0) is compatible.

### Wellnomics Synchronization

- ✗ **Web Service Connection**  
Could not connect to the Wellnomics Synchronization web service (http://localhostX/Wellnomics\_Sync/services/WPSync\_AdminService/Wellnomics\_Sync/services/WPSync\_AdminService.asmx). The remote name could not be resolved: 'localhost'.
- ⚠ **Application Version**  
Could not determine compatibility because the Wellnomics Synchronization is not available.
- ⚠ **Database Connection**  
Wellnomics Synchronization could not connect to the database. An error has occurred while establishing a connection to the server.
- ⚠ **Database Configuration**  
Could not determine the Wellnomics Synchronization database configuration.

### Wellnomics Synchronization Service

- ✗ **Service Connection**  
No connection could be made because the target machine actively refused it. Is the service running?
- ⚠ **Application Version**  
Could not run.
- ⚠ **Database Connection**  
Could not run.
- ⚠ **Database Configuration**  
Could not run.
- ⚠ **Status Check**  
Could not run.

### Wellnomics Portal

- ✗ **Web Service Connection**  
Could not connect to the Wellnomics Portal web service (http://localhostX/Wellnomics/public/services/portal\_adminservice.asmx). The remote name could not be resolved: 'localhost'.
- ⚠ **Application Version**  
Could not determine compatibility because the Wellnomics Portal is not available.
- ⚠ **Database Connection**  
Wellnomics Portal could not connect to the database. An error has occurred while establishing a connection to the server.
- ⚠ **Database Configuration**  
Could not determine the Wellnomics Portal database configuration.

### Wellnomics HR Import Service

- ✗ **Service Connection**  
No connection could be made because the target machine actively refused it. Is the service running?
- ⚠ **Application Version**  
Could not run.
- ⚠ **Database Connection**  
Could not run.
- ⚠ **Database Configuration**  
Could not run.
- ⚠ **Status Check**  
Could not run.

The errors shown here are quite normal for this stage of the overall installation, as neither the Wellnomics Portal nor the Wellnomics Synchronization Application nor any of the Services have been installed yet.

### IT Administration Website Installation Confirmation

To verify that the Wellnomics IT Administration Website has been successfully installed please confirm the following:

SMTP Email Configuration is completed

System Email From Address: \_\_\_\_\_

SMTP Host: \_\_\_\_\_

SMTP Port: \_\_\_\_\_

The IT Admin Website is accessible on installation completion

Registration Name: \_\_\_\_\_

Registration Key: \_\_\_\_\_

Enter the IT Admin Email and Password

IT Administrator Email: \_\_\_\_\_

IT Administrator Password: \_\_\_\_\_

Registration Key is entered and accepted

System Check shows Database version is compatible

Bookmark the IT Administration Website login page using a fully qualified URL

IT Administration Website URL:

\_\_\_\_\_

Confirm email functionality by using the **Send test email** option in the Email and SMTP Settings function in the System Configuration menu in the Wellnomics Administration website.



# 7 INSTALLING THE WELLNOMICS PORTAL WEBSITE

Wellnomics Risk Management uses Microsoft Internet Information Services (IIS) to display online reports for users and for conducting online risk assessments and training.

These online services are provided on your Server by the Wellnomics Portal website.

### In This Chapter:

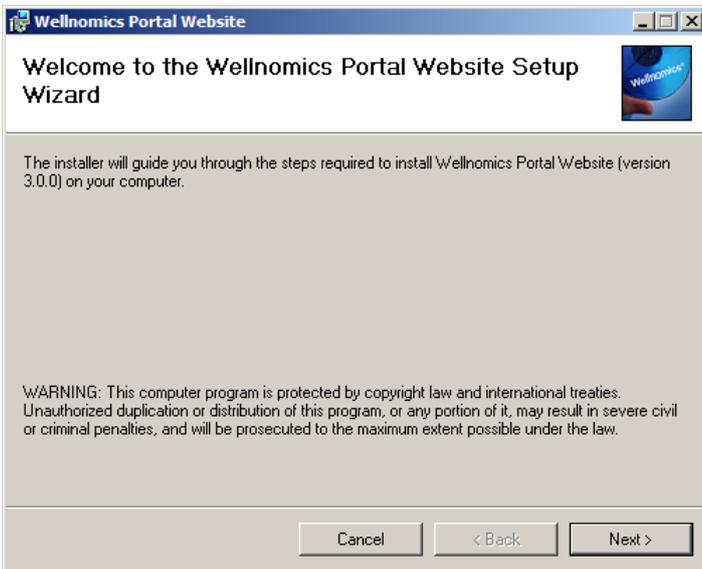
- Installing the Wellnomics Portal website using the deployment application .....40
- Wellnomics Portal website Installation Confirmation .....43

*Installing the Wellnomics Portal website using the deployment application*

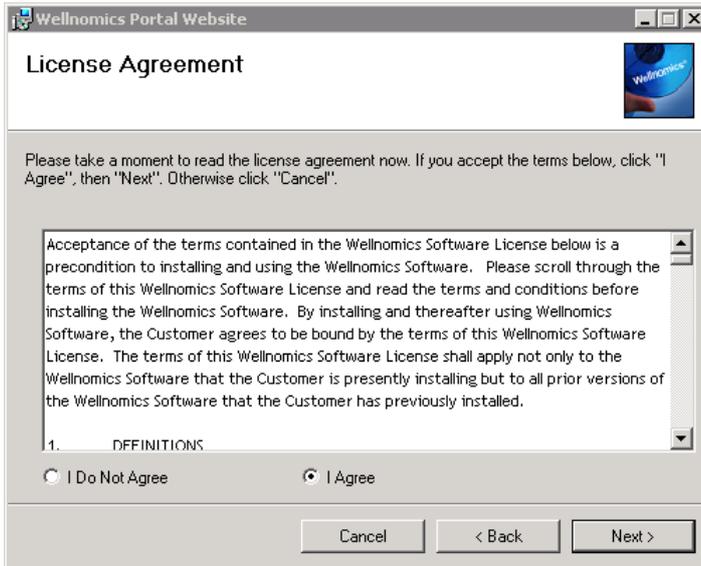
### Wellnomics Portal Website installer

Run the software deployment application Wellnomics Portal Website.msi

**Please Note:** You must run the installer as the server Administrator, not simply as a user with administrator rights. To achieve this, you may need to open a command prompt windows "As Administrator", and run the installer from the command line.



Click on "Next" and then take a moment to read the license agreement. If you accept the terms click "I Agree", then "Next". Otherwise click "Cancel".



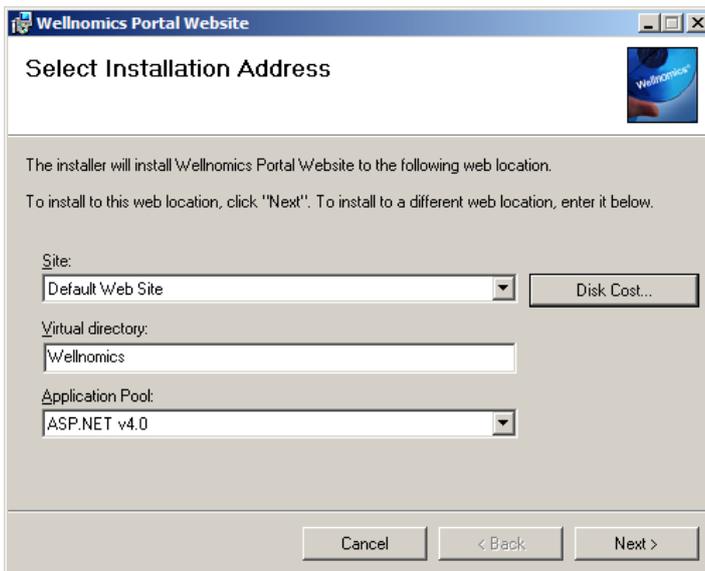
If more than one default website is hosted by your IIS Server, these sites will be listed under the Site drop-down list. Please select either the Default Web Site or the name of the Web Site you wish to use to host the Wellnomics Portal website. You may also select which application pool this website will run its processes under.

---

Please Note: The Application Pool you select must be configured for .Net CLR Version = v4.0, Managed Pipeline Mode = Integrated, and Enable 32-Bit Applications = True.

---

Accept the default Virtual Directory value of `Wellnomics` before clicking on the **next** button.

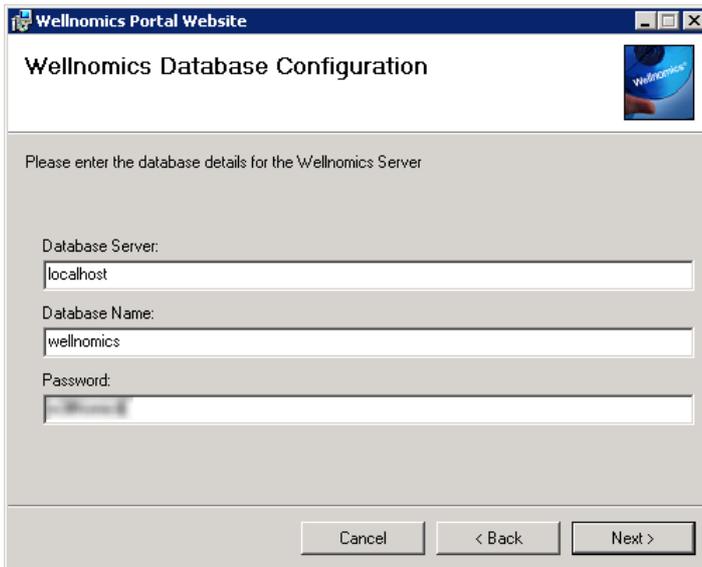


Please enter the following database details for the Wellnomics Portal Website:

Entry Name	Description
Database Server:	State the name, or named instance of your Microsoft SQL Server. This will normally be just the name of the server computer running Microsoft SQL Server.
Database Name:	The name of the Wellnomics database established in the previous section (we suggested using Wellnomics).

**Password:** This is the password for the wnp\_dac login established in the previous section Set Security on Special SQL Accounts.

Click on the next button to proceed.



Please log back into the Wellnomics IT Administration website and view the System Check page. If you are not automatically redirected to this page, or if the Wellnomics Portal Check area shows problems, please refer to the troubleshooting section on page 113 for further information.

## System check

### Database

- ✔ **Database Version**  
 Database version (3.0.0) is compatible.

### Wellnomics Synchronization

- ✘ **Web Service Connection**  
 Could not connect to the Wellnomics Synchronization web service (http://localhost/Wellnomics\_Sync/services/WPSync\_AdminService.aspx). The request failed with HTTP status 404: Not Found.
- ⚠ **Application Version**  
 Could not determine compatibility because the Wellnomics Synchronization is not available.
- ⚠ **Database Connection**  
 Wellnomics Synchronization could not connect to the database. An error has occurred while establishing a connection to the server.
- ⚠ **Database Configuration**  
 Could not determine the Wellnomics Synchronization database configuration.

### Wellnomics Synchronization Service

- ✘ **Service Connection**  
 No connection could be made because the target machine actively refused it. Is the service running?
- ⚠ **Application Version**  
 Could not run.
- ⚠ **Database Connection**  
 Could not run.
- ⚠ **Database Configuration**  
 Could not run.
- ⚠ **Status Check**  
 Could not run.

### Wellnomics Portal

- ✔ **Web Service Connection**  
 Connection successful.
- ✔ **Application Version**  
 Applications are compatible.
- ✔ **Database Connection**  
 Database connection successful.
- ✔ **Database Configuration**  
 Wellnomics Portal database configuration matches.

### Wellnomics HR Import Service

- ✘ **Service Connection**  
 No connection could be made because the target machine actively refused it. Is the service running?
- ⚠ **Application Version**  
 Could not run.
- ⚠ **Database Connection**  
 Could not run.
- ⚠ **Database Configuration**  
 Could not run.
- ⚠ **Status Check**  
 Could not run.

### *Wellnomics Portal website Installation Confirmation*

To verify that the Wellnomics Portal has been successfully installed please confirm the following:

- System Check (in the IT Administration Website) shows all indicators green under the Wellnomics Portal Checks section

## 8 INSTALLING THE WELLNOMICS SYNCHRONIZATION APPLICATION

Wellnomics Risk Management uses Microsoft Internet Information Services (IIS) to host the Wellnomics Synchronization application in a Virtual Directory called (by default) `Wellnomics_Sync`, which is stored by default directly alongside the Wellnomics IT Administrator and Portal Virtual Directories.

The Wellnomics Synchronization application handles all of the data requests and communication processes between the Wellnomics WorkPace client and the Wellnomics Risk Management server. The Wellnomics WorkPace client never communicates directly with the SQL Database or the Wellnomics Portal website as all data is processed through the Wellnomics Synchronization application.

### In This Chapter:

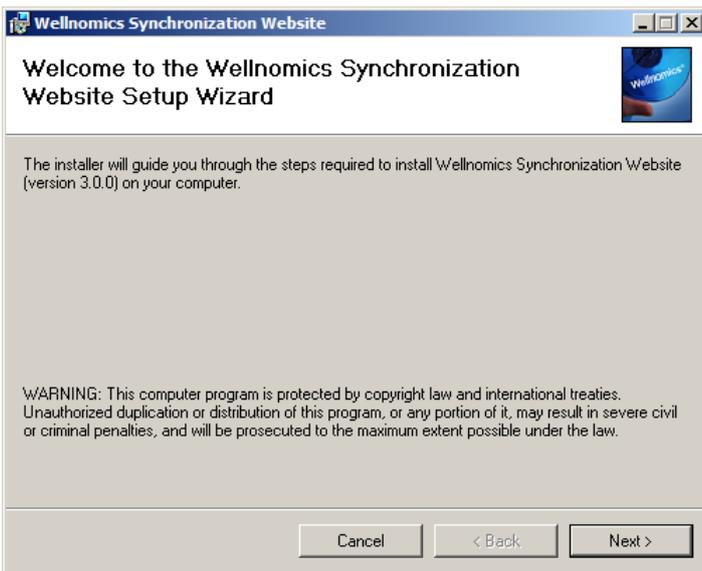
Installing the Wellnomics Synchronization Application using the Deployment Application .....	44
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### *Installing the Wellnomics Synchronization Application using the Deployment Application*

#### Wellnomics Synchronization Application installer

Run the Wellnomics Synchronization deployment application `Wellnomics_Synchronization_Website.msi`

**Please Note:** You must run the installer as the server Administrator, not simply as a user with administrator rights. To achieve this, you may need to open a command prompt windows "As Administrator", and run the installer from the command line.



Click on "Next" and take a moment to read the license agreement. If you accept the terms click "I Agree", then "Next". Otherwise click "Cancel".



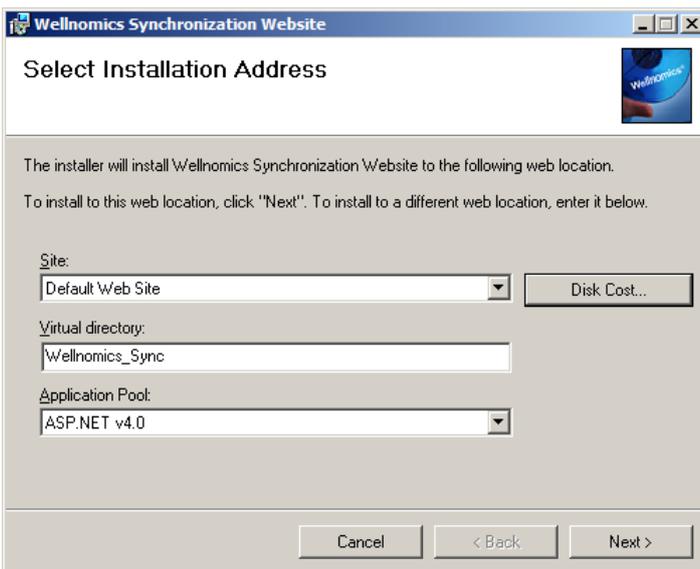
If more than one default website is hosted by IIS, these sites will be listed under the `Site` drop-down list. Please select either the `Default Web Site` or the name of the Web Site you wish to use to host the Wellnomics Synchronization Application. You may also select which application pool this website will run its processes under.

---

**Please Note:** The Application Pool you select must be configured for .Net CLR Version = v4.0, Managed Pipeline Mode = Integrated, and Enable 32-Bit Applications = True.

---

Accept the default Virtual directory value of `Wellnomics_Sync`

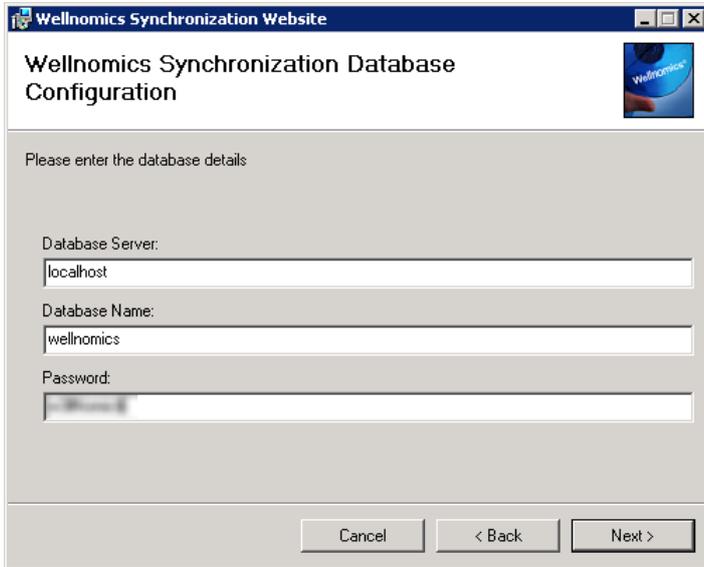


Please enter the following database details:

Entry Name	Description
Database Server:	State the name, or named instance of your Microsoft SQL Server. This will normally be just the name of the server computer running Microsoft SQL Server.
Database Name:	The name of the Wellnomics database established in the previous section (we suggested using <code>Wellnomics</code> ).

Password: This is the password for the `wpsync_dac` login established in the previous section `Set Security on Special SQL Accounts`.

Click on the `next` button to proceed.



## System Check

Please log back into the Wellnomics IT Administration website and view the System Check page. If you are not able to view this page or if the Wellnomics Synchronization Checks area shows problems, please refer to the troubleshooting section on page 113 for further information.

## System check

### Database

- ✔ **Database Version**  
 Database version (3.0.0) is compatible.

### Wellnomics Synchronization

- ✔ **Web Service Connection**  
 Connection successful.
- ✔ **Application Version**  
 Applications are compatible.
- ✔ **Database Connection**  
 Database connection successful.
- ✔ **Database Configuration**  
 Wellnomics Synchronization database configuration matches.

### Wellnomics Synchronization Service

- ✘ **Service Connection**  
 No connection could be made because the target machine actively refused it. Is the service running?
- ⚠ **Application Version**  
 Could not run.
- ⚠ **Database Connection**  
 Could not run.
- ⚠ **Database Configuration**  
 Could not run.
- ⚠ **Status Check**  
 Could not run.

### Wellnomics Portal

- ✔ **Web Service Connection**  
 Connection successful.
- ✔ **Application Version**  
 Applications are compatible.
- ✔ **Database Connection**  
 Database connection successful.
- ✔ **Database Configuration**  
 Wellnomics Portal database configuration matches.

### Wellnomics HR Import Service

- ✘ **Service Connection**  
 No connection could be made because the target machine actively refused it. Is the service running?
- ⚠ **Application Version**  
 Could not run.
- ⚠ **Database Connection**  
 Could not run.
- ⚠ **Database Configuration**  
 Could not run.
- ⚠ **Status Check**  
 Could not run.

### *Synchronization Application Installation Confirmation*

To verify that the Wellnomics Synchronization Application has been successfully installed please confirm the following:

- System Check (in the IT Administration Website) shows all indicators green under the Wellnomics Synchronization Checks section

## 9 INSTALLING THE WELLNOMICS SYNCHRONIZATION SERVICE

Wellnomics WorkPace sends data through the Wellnomics Synchronization Application and into a queue in the Microsoft SQL Database.

The Wellnomics Synchronization Service continuously processes its way through this queue (calculating risks based on available data) until the queue is empty. It also processes any system emails that have been queued. Another task that it performs is each Monday at 1 minute after midnight the Wellnomics Service performs a scan of the Weekly Statistics Table for any active users who have not had their weekly statistics calculated during the previous week. This will be because they have not synchronized at all during the week (perhaps they are working offsite or on leave). The Weekly Synchronization Update is the only mechanism preventing user's risks levels from becoming UNKNOWN if they do not synchronize naturally with the server during the week.

The Wellnomics Synchronization Service also provides an API to the Wellnomics HR Import Service for performing various HR Import related functions. Therefore the HR Import Service must declare the Synchronization Service as a service that it "depends" on.

The Wellnomics Synchronization Service is a Windows Service that runs independently of IIS or any other Web application.

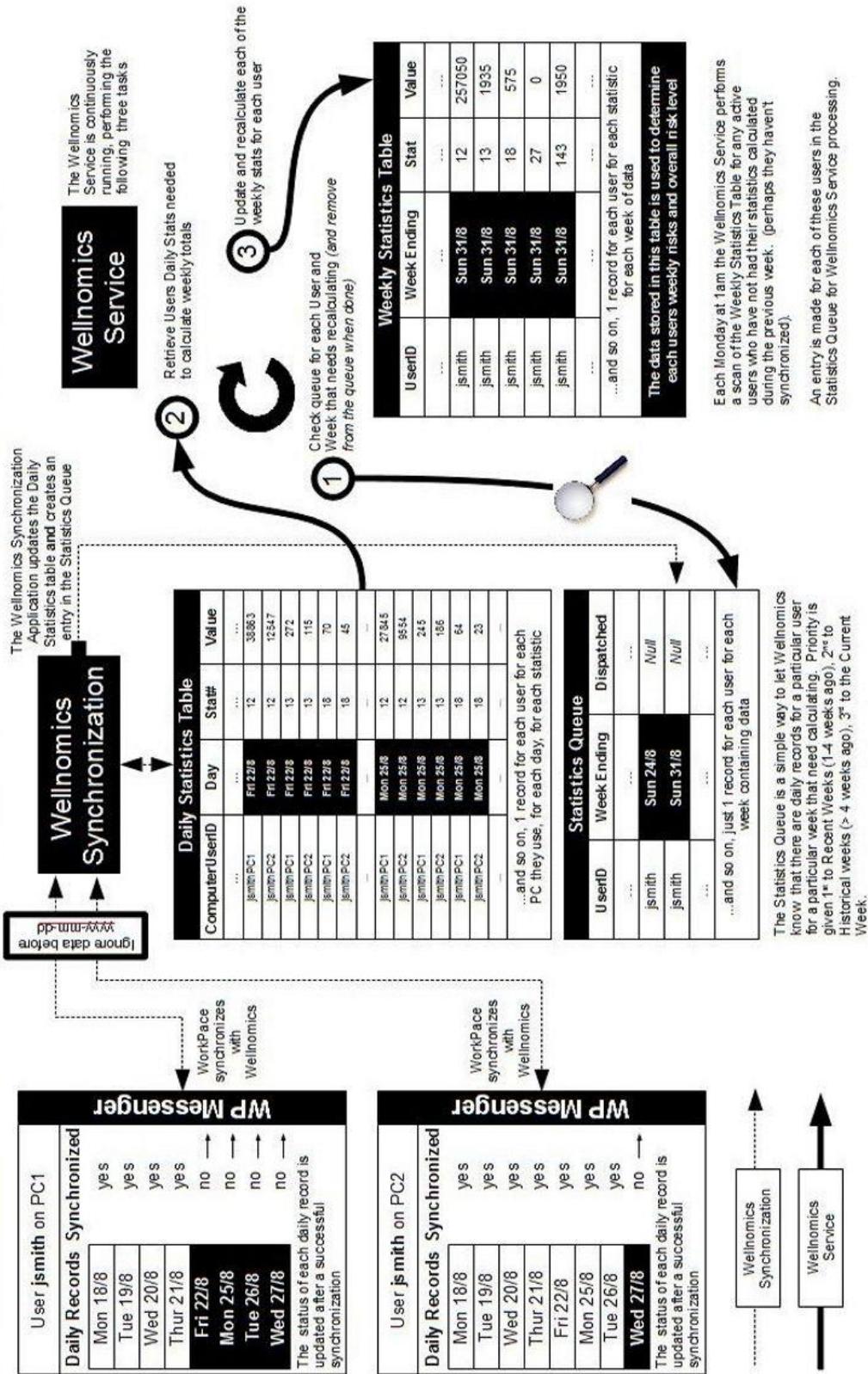
---

**Please Note:** The Wellnomics Synchronization Service calculates Overall Risk based on the modules enabled by the current registration key as well as the Overall Risk Calculation Method. These settings are read when the Wellnomics Synchronization Service loads into memory. If the registration key and/or Overall Risk Calculation Method is changed then the Wellnomics Synchronization Service must be restarted to re-read these settings.

---

### In This Chapter:

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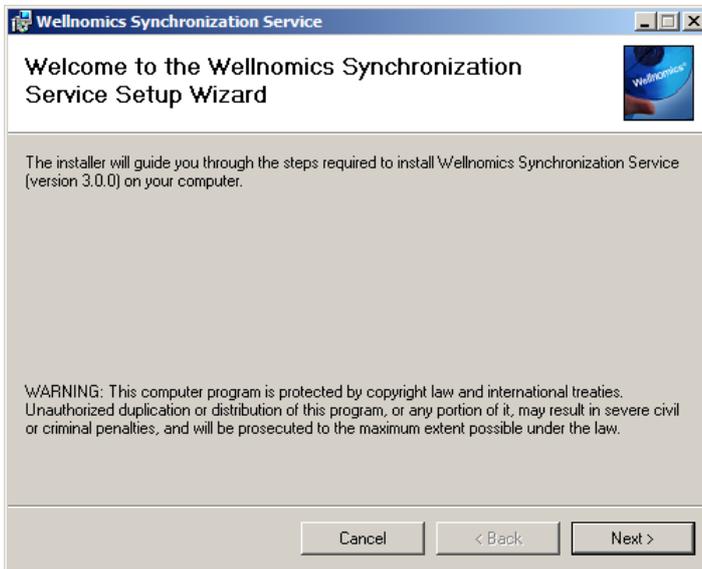


Wellnomics Synchronization Service process Diagram

## Wellnomics Synchronization Service installer

Run the Wellnomics Synchronization Service installation application `Wellnomics Synchronization Service.msi`

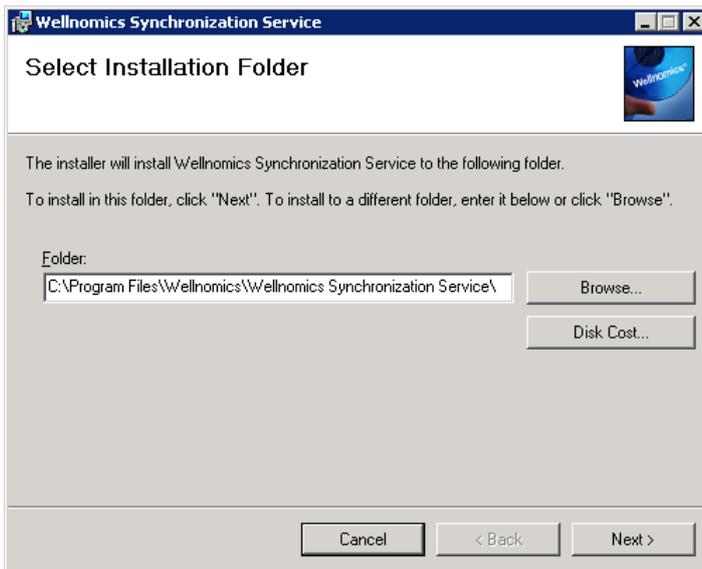
**Please Note:** You do **NOT** need to run the installer as the Administrator as you needed to for the web application installers. Running the installer as a user with Admin permission rights is sufficient.



Click on "Next" and then take a moment to read the license agreement. If you accept the terms click "I Agree", then "Next". Otherwise click "Cancel".



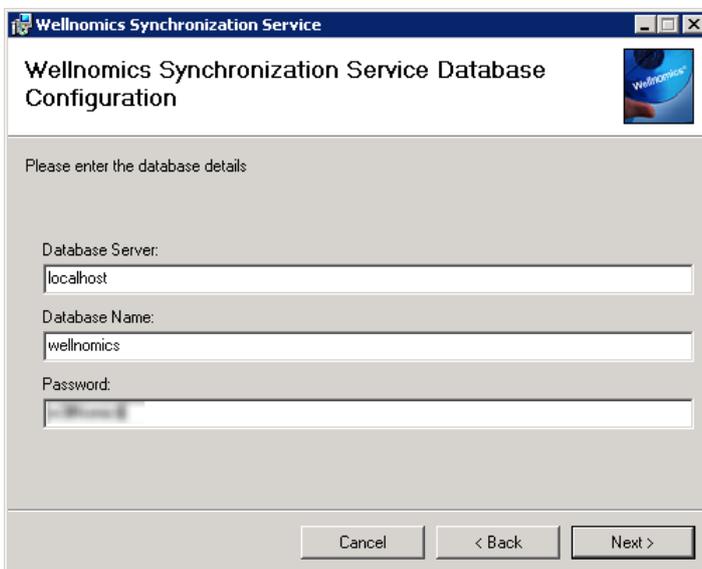
Please select where you would like the Wellnomics Synchronization Service to be installed. The default location is `C:\Program Files\Wellnomics\Wellnomics Synchronization Service`



Please enter the following database details:

<b>Entry Name</b>	<b>Description</b>
Database Server:	State the name, or named instance of your Microsoft SQL Server. This will normally be just the name of the server computer running Microsoft SQL Server.
Database Name:	The name of the Wellnomics database established in the previous section (we suggested using Wellnomics).
Password:	This is the password for the <code>wpsync_dac</code> login established in the previous section <code>Set Security on Special SQL Accounts</code> .

Click on the `next` button to proceed.



---

### Identify the Wellnomics IT Administration website URL

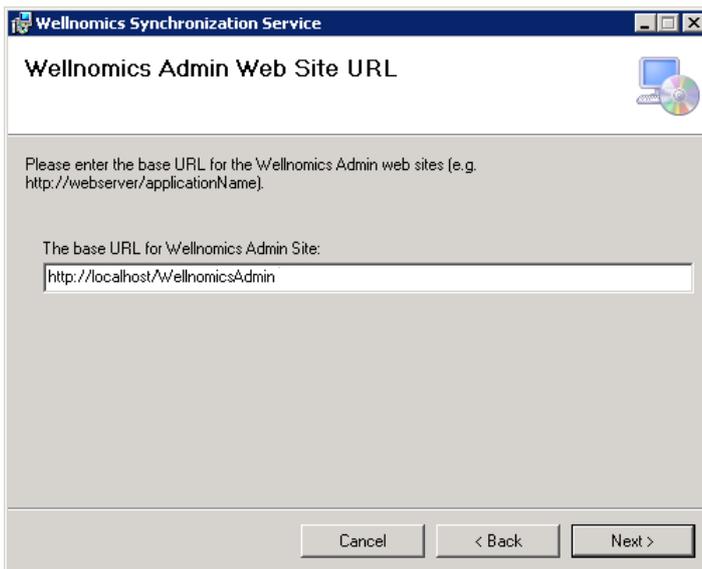
---

The Wellnomics Synchronization Service contains some features that need to update certain elements in the Wellnomics IT Administration website at various times. This ensures that any changes affecting the running of the Wellnomics Risk Management system are updated.

Therefore, you need to identify the base URL of the Wellnomics IT Administration website.

For example, if you used the recommended Wellnomics IT Administration website name of `WellnomicsAdmin`, you would enter the base URL for the Wellnomics IT Administration Site in the form:

`http://[web server name]/WellnomicsAdmin`



The screenshot shows a dialog box titled "Wellnomics Synchronization Service" with the subtitle "Wellnomics Admin Web Site URL". The dialog contains the following text: "Please enter the base URL for the Wellnomics Admin web sites (e.g. http://webservice/applicationName).". Below this is a text input field with the label "The base URL for Wellnomics Admin Site:" and the value "http://localhost/WellnomicsAdmin". At the bottom of the dialog are three buttons: "Cancel", "< Back", and "Next >".

---

**Please Note:** The above base URL assumes port 80 is used for the IIS Default website. If you are installing any of the Wellnomics Websites/Applications on a non-port 80 website you will need to define the port number that you will be using in the URL. For example: `http://[web server name]:95/wellnomicsAdmin`

---

## System Check

---

Please log back into the Wellnomics IT Administration website and view the System Check page. If you are not able to view this page or if the Wellnomics Synchronization Service Checks area shows problems, please refer to the troubleshooting section on page 113 for further information.

### System check

#### Database

-  **Database Version**  
Database version (3.0.0) is compatible.

#### Wellnomics Synchronization

-  **Web Service Connection**  
Connection successful.
-  **Application Version**  
Applications are compatible.
-  **Database Connection**  
Database connection successful.
-  **Database Configuration**  
Wellnomics Synchronization database configuration matches.

#### Wellnomics Portal

-  **Web Service Connection**  
Connection successful.
-  **Application Version**  
Applications are compatible.
-  **Database Connection**  
Database connection successful.
-  **Database Configuration**  
Wellnomics Portal database configuration matches.

#### Wellnomics Synchronization Service

-  **Service Connection**  
Communication successful.
-  **Application Version**  
Applications are compatible.
-  **Database Connection**  
Database connection successful.
-  **Database Configuration**  
Wellnomics Synchronization Service database configuration matches.
-  **Status Check**  
There are 0 rows in the Statistics Queue.

#### Wellnomics HR Import Service

-  **Service Connection**  
No connection could be made because the target machine actively refused it. Is the service running?
-  **Application Version**  
Could not run.
-  **Database Connection**  
Could not run.
-  **Database Configuration**  
Could not run.
-  **Status Check**  
Could not run.

---

**Please Note:** The Wellnomics IT Administration Website uses port 53040 to perform the system checks of the Wellnomics Synchronization Service. This should not pose any security issues as long as the IT Admin Website and the Wellnomics Synchronization Service are running on the same computer, but could require that this port be opened across your network if they are running on two different servers.

---

### Synchronization Service Installation Confirmation

To verify that the Wellnomics Synchronization Service has been successfully installed please confirm the following:

- System Check (in the IT Administration Website) shows all indicators green under the Wellnomics Synchronization Service section
- Wellnomics Synchronization Service Recovery properties are set to "Restart the Service" in cases of First, Second, and Subsequent failures (see Post Installation Tasks)..

# 10 INSTALLING THE WELLNOMICS HR IMPORT SERVICE

The HR Import function in the Wellnomics IT Admin Website sends data to the Wellnomics database through the HR Import Service.

The Wellnomics HR Import Service is a Windows Service that runs independently of IIS or any other Web application. However, it does depend on an API provided by the Wellnomics Synchronization Service, so it must declare that service in its "depends" configuration.

### In This Chapter:

Installing the Wellnomics HR Import Service .....	54
HR Import Service Installation Confirmation .....	57

## Installing the Wellnomics HR Import Service

### Wellnomics HR Import Service installer

Run the Wellnomics HR Import Service installation application `Wellnomics HR Import Service.msi`

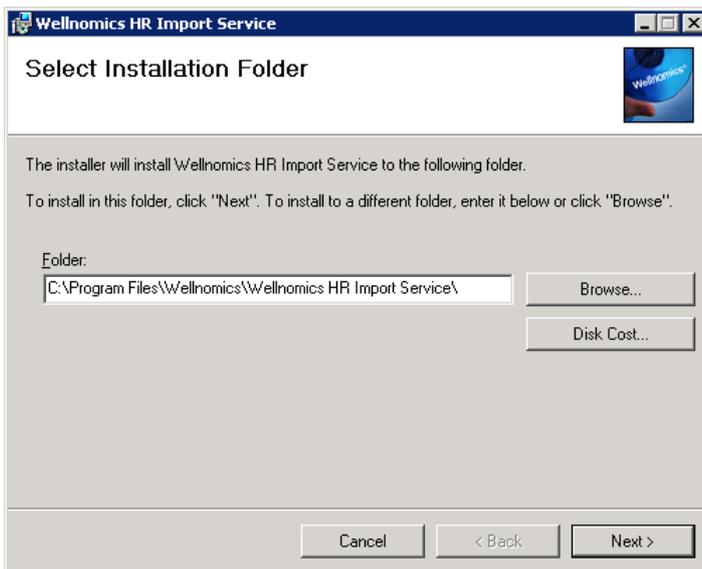
Please Note: You do **NOT** need to run the installer as the Administrator as you needed to for the web application installers. Running the installer as a user with Admin permission rights is sufficient.



Click on "Next" and then take a moment to read the license agreement. If you accept the terms click "I Agree", then "Next". Otherwise click "Cancel".



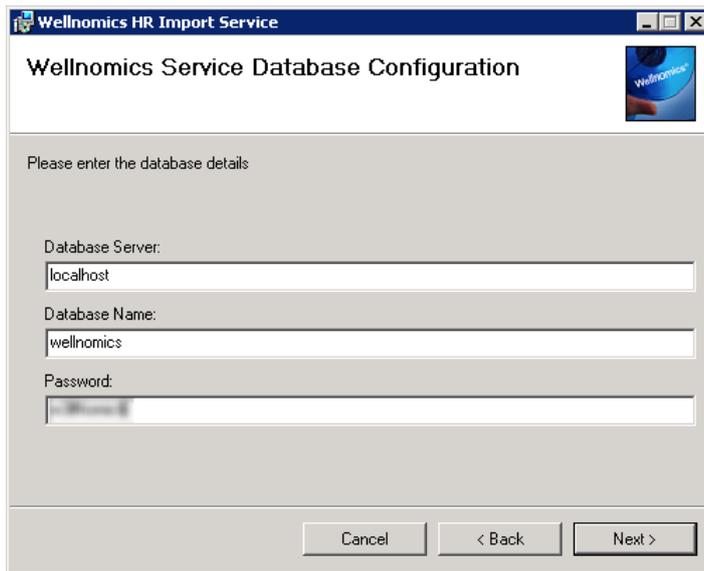
Please select where you would like the Wellnomics Synchronization Service to be installed. The default location is `C:\Program Files\Wellnomics\Wellnomics HR Import Service`



Please enter the following database details:

Entry Name	Description
Database Server:	State the name, or named instance of your Microsoft SQL Server. This will normally be just the name of the server computer running Microsoft SQL Server.
Database Name:	The name of the Wellnomics database established in the previous section (we suggested using <code>Wellnomics</code> ).
Password:	This is the password for the <code>HRImport_DAC</code> login established in the previous section <code>Set Security on Special SQL Accounts</code> .

Click on the `next` button to proceed.



The image shows a Windows-style dialog box titled "Wellnomics HR Import Service" with a subtitle "Wellnomics Service Database Configuration". The dialog contains a prompt "Please enter the database details" and three input fields: "Database Server:" with the value "localhost", "Database Name:" with the value "wellnomics", and "Password:" which is currently empty. At the bottom, there are three buttons: "Cancel", "< Back", and "Next >". A small Wellnomics logo is visible in the top right corner of the dialog.

---

**IMPORTANT NOTE:** The HR Import Service connects to the Wellnomics Database using the login HRImport\_DAC. You must ensure that the password entered on the above screen matches with the password created for the HRImport\_DAC login, as there is no System Check indicator for this service in the Wellnomics IT Administration Website.

---

## System Check

---

Please log back into the Wellnomics IT Administration website and view the System Check page. If you are not able to view this page or if the Wellnomics HR Import Service Checks area shows problems, please refer to the troubleshooting section on page 113 for further information.

### System check

#### Database

- ✓ **Database Version**  
Database version (3.0.0) is compatible.

#### Wellnomics Synchronization

- ✓ **Web Service Connection**  
Connection successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics Synchronization database configuration matches.

#### Wellnomics Portal

- ✓ **Web Service Connection**  
Connection successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics Portal database configuration matches.

#### Wellnomics Synchronization Service

- ✓ **Service Connection**  
Communication successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics Synchronization Service database configuration matches.
- ✓ **Status Check**  
There are 0 rows in the Statistics Queue.

#### Wellnomics HR Import Service

- ✓ **Service Connection**  
Communication successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics HR Import Service database configuration matches.
- ✓ **Status Check**  
HR Import has not completed a job since the service was started. The HR Importer last polled for work at 22 Oct 2015 11:24 a.m.. The HR Validator last polled for work at 22 Oct 2015 11:24 a.m..

---

**Please Note:** The Wellnomics IT Administration Website uses port 53041 to perform the system checks of the Wellnomics HR Import Service. This should not pose any security issues as long as the IT Admin Website and the Wellnomics HR Import Service are running on the same computer, but could require that this port be opened across your network if they are running on two different servers.

---

### HR Import Service Installation Confirmation

To verify that the Wellnomics HR Import Service has been successfully installed please confirm the following:

- System Check (in the IT Administration Website) shows all indicators green under the Wellnomics HR Import Service section.
- Wellnomics HR Import Service Recovery properties are set to "Restart the Service" in cases of First, Second, and Subsequent failures (see Post Installation Tasks).
- Perform a small sample HR Import and confirm that the process completes successfully.

# 11 INSTALLING THE WELLNOMICS SYNC API

The Wellnomics Sync API allows the Wellnomics Sit-Stand product to Synchronize data with Wellnomics Risk Management.

The Wellnomics Sync API uses the Node.js JavaScript runtime, please make sure you have this installed before proceeding. You can find more information at <https://nodejs.org>.

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Configuring the Wellnomics Sync API.....	59
Running the Wellnomics Sync API .....	60

## Extracting the Wellnomics Sync API

### Wellnomics Sync API Self Extractor

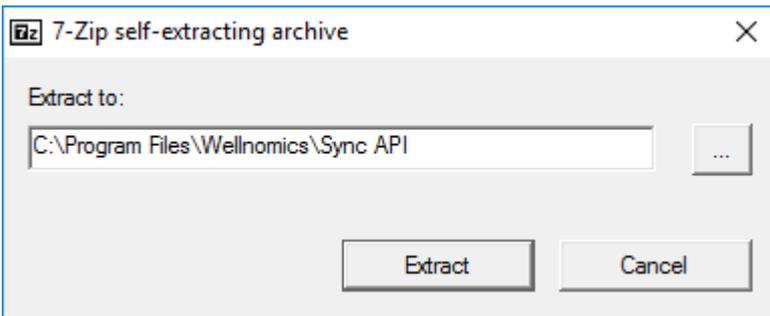
---

Run the Wellnomics Sync API Self Extracting application `WRM.Sync.API.exe`

---

Please Note: You do **NOT** need to run the installer as the Administrator as you needed to for the web application installers. Running the installer as a user with Admin permission rights is sufficient.

---



The application will ask you where you would like to extract the Sync API Files, this can be any location of your choosing although we recommend extracting to `C:\Program Files\Wellnomics\Sync API`

## Configuring the Wellnomics Sync API

### Editing the config.js file

---

Navigate to the Sync API directory and open the config.js file in Notepad. You will need to edit the following four variables to the correct values:

Entry Name	Description
User:	The name of the Sync API database user, this should be left as WRMSyncApi_DAC
Password:	The password of the WRMSyncApi_DAC set earlier
Server:	The name of the Server that is hosting the SQL Database
Database:	The name of the Wellnomics Risk Management Database that was created earlier



```
config.js - Notepad
File Edit Format View Help
// -----
//      Copyright (C) 2017 Wellnomics Ltd. - All Rights Reserved
// -----
"use strict";

// -----

exports.dbConfig = {
  user: "WRMSyncApi_DAC",
  password: "p@ssw0rd",
  server: "localhost",
  database: "Wellnomics",
  port: 1433
};

// -----

exports.webConfig = {
  port: 8080,
  sslport: 8443,
  useSSL: 0,
};
```

## Running the Wellnomics Sync API

### Running the Wellnomics Sync API in a Command Line Window

---

The Wellnomics Synchronization API needs to be run in a Command Line Windows with Administrative Privileges. Open a Command Line as an Administrator and navigate to the Wellnomics Sync API directory.

Type the command `npm install` and press enter.

Then run the command `node app.js`. This command starts the Wellnomics Sync API



```
Administrator: Command Prompt - node app.js
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\administrator>cd\

C:\>cd C:\Program Files\Wellnomics\Sync API

C:\Program Files\Wellnomics\Sync API>npm install
npm notice created a lockfile as package-lock.json. You should commit this file.
npm WARN wrm_sync_api@1.0.0 No repository field.
removed 4 packages in 1.047s

C:\Program Files\Wellnomics\Sync API>node app.js
WRM Synchronisation API V1.0.0 - Contact Wellnomics Ltd. for further information
.
```

---

**Please Note:** This command Window needs to be left open for the Wellnomics Sync API to run. If it has been closed a new Administrator Command Line window will need to be opened and the `node app.js` command ran again.

---

## 12 INSTALLING THE WELLNOMICS CALCULATION RUNNER

The Wellnomics Calculation Runner converts raw data from the Wellnomics Client to useable Reporting Data.

The Wellnomics Calculation Runner uses the Node.js JavaScript runtime, please make sure you have this installed before proceeding. You can find more information at <https://nodejs.org>.

### In This Chapter:

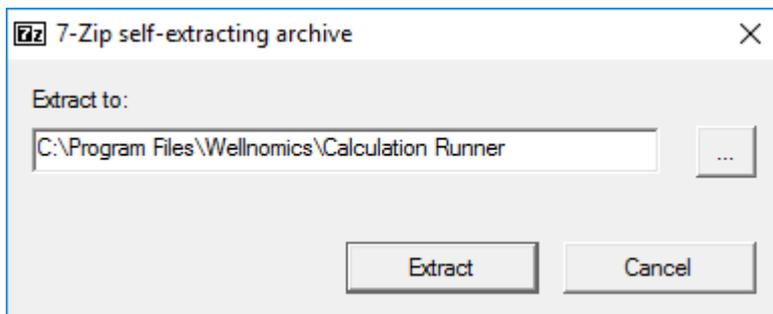
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Configuring the Wellnomics Calculation Runner .....	62
Running the Wellnomics Calculation Runner .....	63

### Extracting the Wellnomics Calculation Runner

#### Wellnomics Calculation Runner Self Extractor

Run the Wellnomics Calculation Runner Self Extracting application `WRM.CalculationRunner.exe`

Please Note: You do **NOT** need to run the installer as the Administrator as you needed to for the web application installers. Running the installer as a user with Admin permission rights is sufficient.



The application will ask you where you would like to extract the Sync API Files, this can be any location of your choosing although we recommend extracting to:

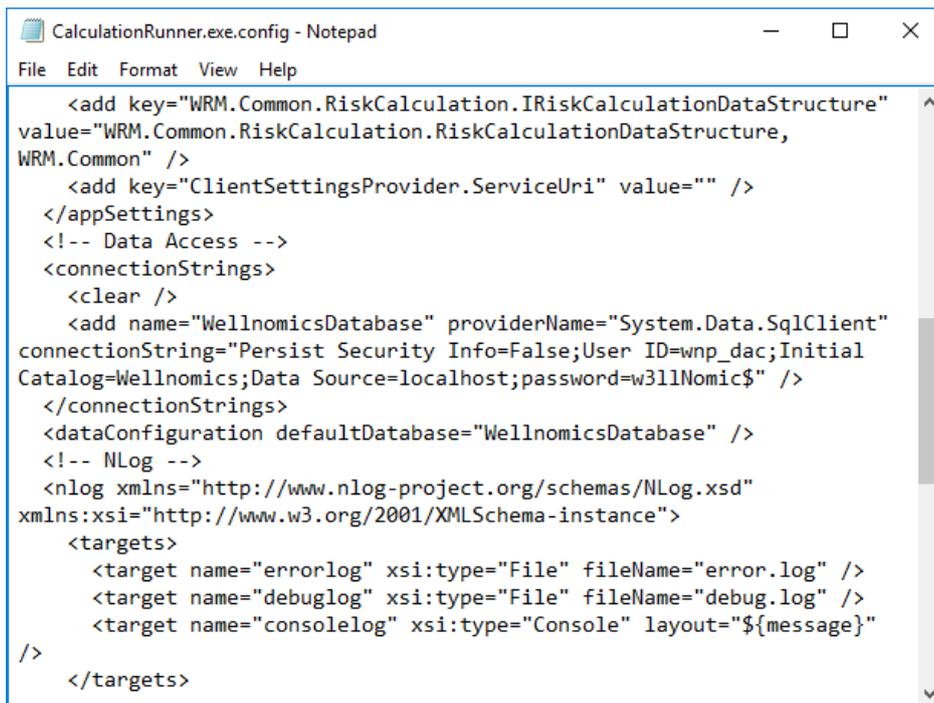
`C:\Program Files\Wellnomics\Calculation Runner`

## Configuring the Wellnomics Calculation Runner

### Editing the CalculationRunner.exe.config file

Navigate to the Calculation Runner directory and open the CalculationRunner.exe.config file in Notepad. You will need to edit the following four variables to the correct values:

Entry Name	Description
User ID:	The name of the Sync API database user, this should be left as WNP_DAC
Password:	The password of the WNP_DAC set earlier
Data Source:	The name of the Server that is hosting the SQL Database
Initial Catalog:	The name of the Wellnomics Risk Management Database that was created earlier



```

CalculationRunner.exe.config - Notepad
File Edit Format View Help
  <add key="WRM.Common.RiskCalculation.IRiskCalculationDataStructure"
value="WRM.Common.RiskCalculation.RiskCalculationDataStructure,
WRM.Common" />
  <add key="ClientSettingsProvider.ServiceUri" value="" />
</appSettings>
<!-- Data Access -->
<connectionStrings>
  <clear />
  <add name="WellnomicsDatabase" providerName="System.Data.SqlClient"
connectionString="Persist Security Info=False;User ID=wnp_dac;Initial
Catalog=Wellnomics;Data Source=localhost;password=w3llNomic$" />
</connectionStrings>
<dataConfiguration defaultDatabase="WellnomicsDatabase" />
<!-- NLog -->
<nlog xmlns="http://www.nlog-project.org/schemas/NLog.xsd"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <targets>
    <target name="errorlog" xsi:type="File" fileName="error.log" />
    <target name="debuglog" xsi:type="File" fileName="debug.log" />
    <target name="consolelog" xsi:type="Console" layout="${message}"
/>
  </targets>

```

## Running the Wellnomics Calculation Runner

### Configuring the Scheduled Tasks

---

The Wellnomics Calculation Runner needs to be set to run with two separate Windows Scheduled Tasks

The first scheduled tasks needs to be scheduled to run every hour and call the -d switch

```
CalculationRunner.exe -d
```

The second scheduled tasks needs to be scheduled to run twice daily and call the -a switch, we recommend running once at 10am and once at 3pm.

```
CalculationRunner.exe -a
```

---

**Please Note:** For more information on the available switches on the Calculation Runner you can run `CalculationRunner.exe /help` in a Command Line.

---

# 13 POST INSTALLATION TASKS

## In This Chapter:

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### Setting Folder Permissions in Windows Server 2012

The Wellnomics Risk Management installation scripts were written to support Windows Server 2008R2 and IIS 7 at a minimum.

While this works just fine for Windows Server 2012 and IIS 8, there is one area that needs a little post-installation change.

IIS must have full access permissions to the `\App_Data` subdirectory for each of the three Wellnomics Risk Management web applications:

- WellnomicsAdmin
- Wellnomics
- Wellnomics\_Sync

In previous versions of IIS this was done by assigning the appropriate permissions for the `NETWORK SERVICE` account to these folders. Windows Server 2012 and IIS 8 uses the account `IIS_IUSRS`. Please edit the Permissions for each of the above `\App_Data` folders, and assign the `IIS_IUSRS` account with the following permissions:

Modify  
 Read & execute  
 List folder contents  
 Read  
 Write

### Configure the IT Admin Website for Log Access

Each of the following Risk management components creates its own log files with the directory structure of each component:

- IT Admin website
- Portal website

- Synchronization web application
- Synchronization Service
- HR Import Service

For ease of troubleshooting, it is convenient to be able to access each of these log files from a common central location. This location is in the Wellnomics IT Admin website, under System **Configuration > System log files**.

## System log files

### Wellnomics user portal

File location not defined

### Wellnomics admin portal

File location not defined

### Wellnomics HR import service

File location not defined

### Wellnomics synchronization service

File location not defined

### Wellnomics synchronization

File location not defined

To tell the Wellnomics IT Admin website where to locate each of the component log files you will need to edit the `web.config` file for the IT Admin website. Look for the following section:

```
<!-- log file locations -->
    <!-- Specify a top level location and all files beneath that location,
    matching the log file mask -->
    <!-- will be displayed on the admin portals system log file page for the
    component specified -->
    <add key="UserPortalLogs" value="" />
    <add key="AdminPortalLogs" value="" />
    <add key="HRImportServiceLogs" value="" />
    <add key="SyncServiceLogs" value="" />
    <add key="SyncWebLogs" value="" />
    <add key="LogFileMask" value="*.log" />
```

Update each of the key values with the path to the Logs folder for each component. Here is an example:

```
<!-- log file locations -->
    <!-- Specify a top level location and all files beneath that location,
    matching the log file mask -->
    <!-- will be displayed on the admin portals system log file page for the
```

```

component specified -->
    <add key="UserPortalLogs" value="D:\websites\Wellnomics
Ltd\Wellnomics\AppData\Logs" />
    <add key="AdminPortalLogs" value="D:\websites\Wellnomics
Ltd\WellnomicsAdmin\AppData\Logs" />
    <add key="HRImportServiceLogs" value="D:\websites\Wellnomics
Ltd\WellnomicsHRImportService\Logs" />
    <add key="SyncServiceLogs" value="D:\websites\Wellnomics
Ltd\WellnomicsSyncService\Logs" />
    <add key="SyncWebLogs" value="D:\websites\Wellnomics
Ltd\Wellnomics_Sync\AppData\Logs" />
    <add key="LogFileMask" value="*.log" />

```

### Configure Portal Website Options (optional)

These configuration options are normally carried out by a user that was created by the HR Import, and been assigned the role of Wellnomics Administrator.

However, we do understand that sometimes the IT Administrator may be tasked with configuring these settings, before an HR Import has been made available. At this time, the only user account known by Wellnomics Risk Management is the "Admin" account that was established during installation

By default the "Admin" account is denied access to the Wellnomics Portal. We provide the following two SQL query scripts that will add/remove access to the Portal website for the "Admin" account:

```
GrantAdminPortalAccess.sql
```

Run this SQL query in Microsoft SQL Management Studio, on your Wellnomics database to enable "Admin" account access to the Wellnomics Portal web site. Please note that the Wellnomics Portal Website must be configured for "Forms Authentication" and not "Windows Authentication", so that you will be prompted to enter the email address and password of the "Admin" account to log into the Portal website.

```
RevokeAdminPortalAccess.sql
```

Run this SQL query in Microsoft SQL Management Studio, on your Wellnomics database to disable "Admin" account access to the Wellnomics Portal web site.

Both scripts may be found in the Wellnomics Risk Management v2.7.1 release package, in the directory \Install\Database Scripts\PortalAccess.

### Set User Sign-Up Options

---

Wellnomics Risk Management now includes the ability to support User Sign-Up for user account membership, along-side the HR Import process. By default the User Sign-Up function will allow anyone using any email address to request a User Sign-Up account. In most cases this should be disabled for your organization.

Please select **Admin > Manage organization groups** from the Wellnomics Portal website. Under the section **Add users from user Sign Up** please set this to **None** (User Sign Up will be disabled for this organization group).

Click on the "Save" button at the bottom of the the screen to save your changes.

### Set Page Text for the "Install Wellnomics WorkPace" page

---

If your Wellnomics Risk Management license includes the Wellnomics WorkPace software there will be a menu in the Wellnomics Portal web site for you users to select, to find out how they may obtain and/or install the WorkPace software on their local desktop PC.

The actual content of the information displayed to your users is editable through the menu option **Admin > Policy Configuration > Install Wellnomics WorkPace page**.

The page editor uses standard wysiwyg controls that give you the ability to include items such as bullet lists, tables, text and paragraph formatting, and hyperlinks.

### Set Page Text for the "Welcome" page

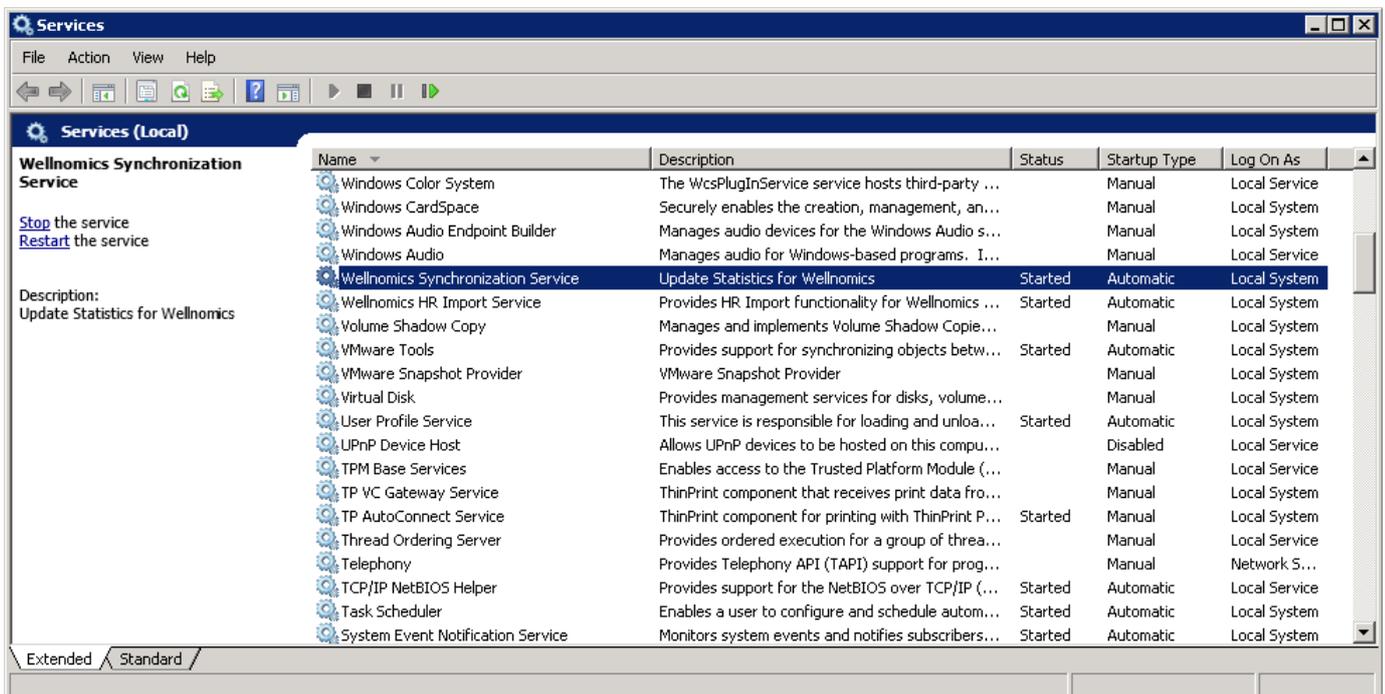
There is an option to display a page to Welcome users when they connect to the Wellnomics Risk Management Portal web site.

This option, and the content of the information displayed to your users is editable through the menu option **Admin > Policy Configuration > Welcome page**.

The page editor uses standard wysiwyg controls that give you the ability to include items such as bullet lists, tables, text and paragraph formatting, hyperlinks, and images

### Configuring the Wellnomics Synchronization Service

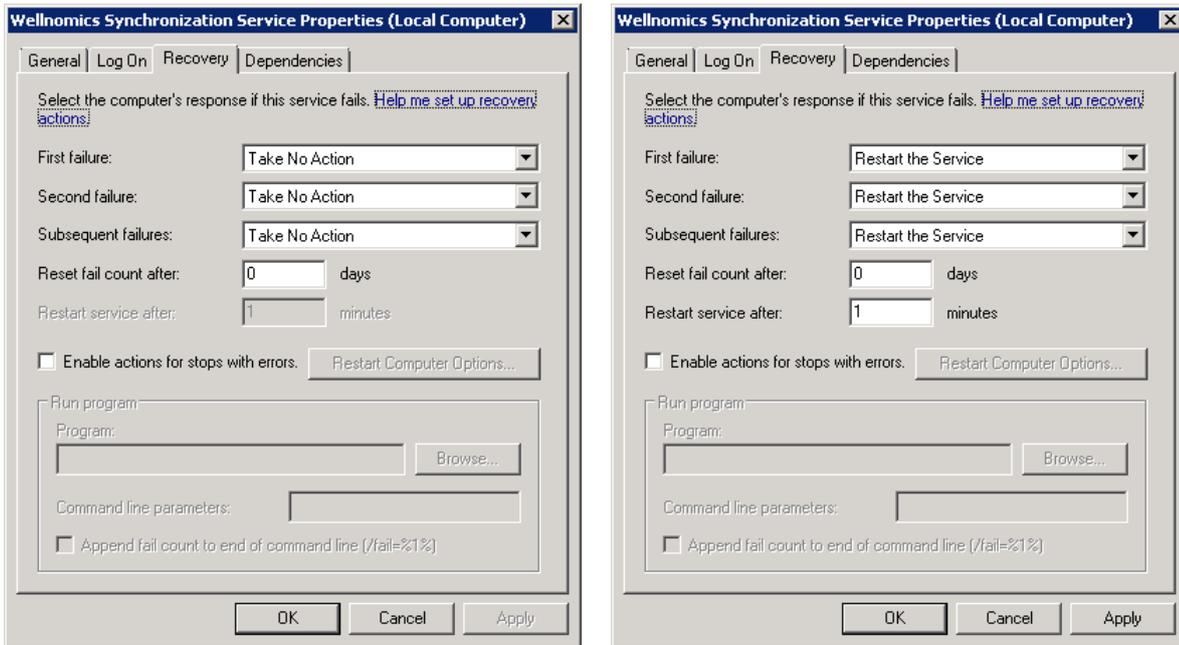
Once a week the Wellnomics Service performs a scan of the Weekly Statistics Table for any active users who have not had their weekly statistics calculated for the previous week. This will be because they have not synchronized at all during the week (perhaps they are working offsite or on leave).



By default the service is configured to perform the recalculation every Monday at 1:00am, but this may be adjusted if this time is not appropriate. Please see Synchronization Service Settings on page 85 for more details.

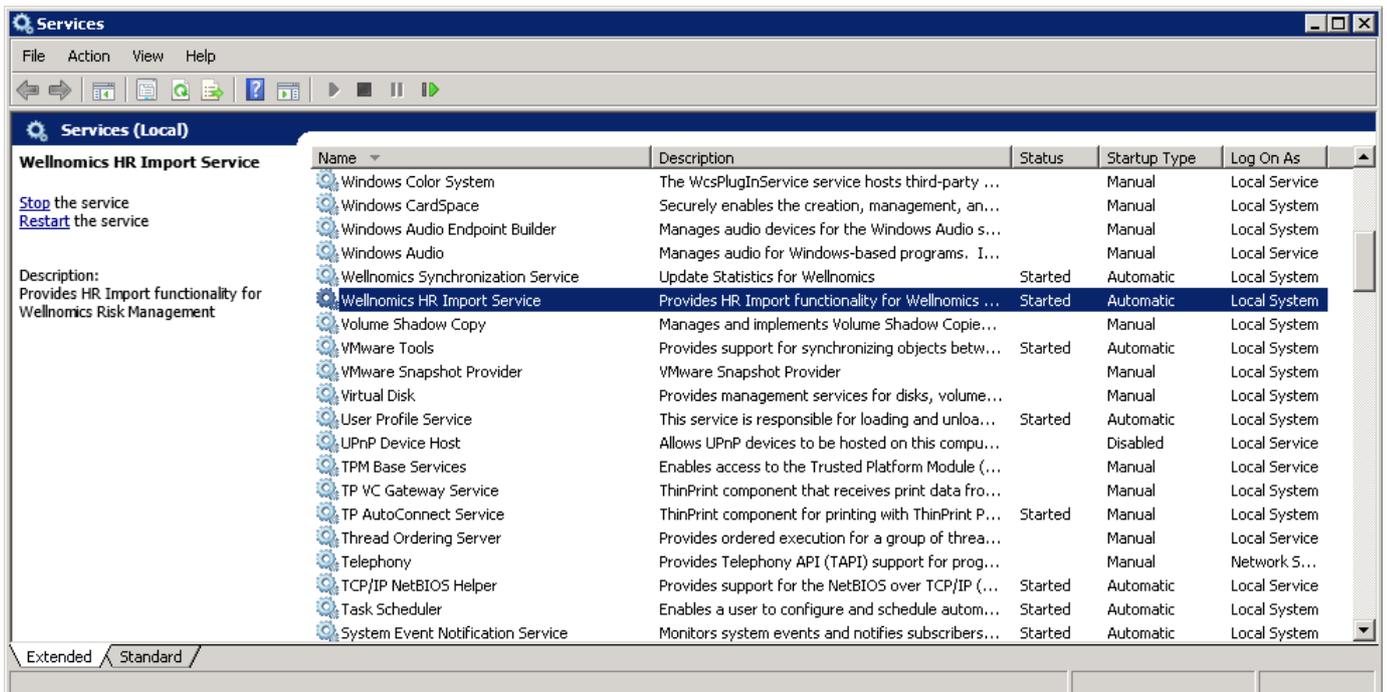
Windows services allow for the configuration of recovery options in case a service ever stops unexpectedly. Unfortunately there is no easy way to set these options programmatically, and the default behavior is for Windows to "Take No Action" if the service fails.

Please double-click on the Wellnomics Synchronization Service in the Windows Services list and change the Recovery options from Take No Action to Restart the Service.

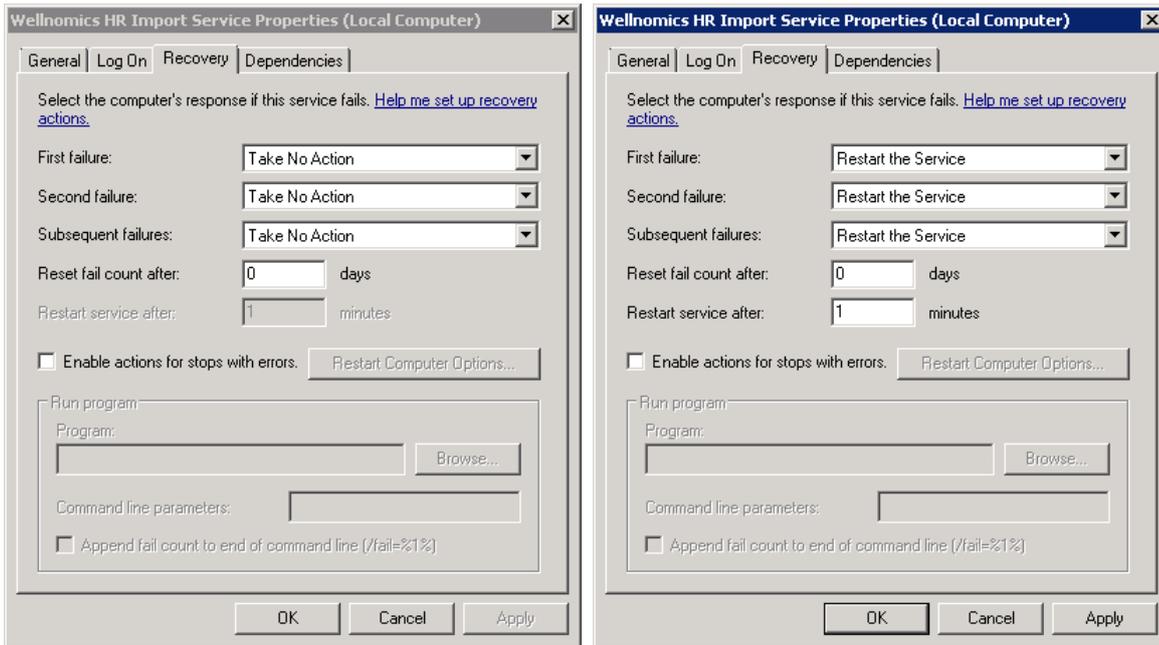


### Configuring the Wellnomics HR Import Service

The Wellnomics HR Import Service will appear in the Windows Services list.



Windows services allow for the configuration of recovery options in case a service ever stops unexpectedly. Please double-click on the Wellnomics HR Import Service in the Windows Services list and change the Recovery options from Take No Action to Restart the Service.



The HR Import Service depends on API functions provided by the Synchronization Service. Please open a command-line prompt and add the dependency to this service:

```
sc config "Wellnomics HR Import Service" depend= "Wellnomics Synchronization Service"
```

***(don't forget the leave a blank space after "depend=").***

To ensure that the Wellnomics Synchronization Service is loaded before the HR Import Service we should configure the HR Import Service to start only after the system has finished booting:

```
sc config "Wellnomics HR Import Service" start= delayed-auto
```

***(don't forget the leave a blank space after "start=").***

### *Harden the Wellnomics Synchronization Service*

Confirm that the Weekly Synchronization Update is set to run in the early hours of each Monday morning. The Weekly Synchronization Update is the only mechanism preventing users risk levels from becoming UNKNOWN if they do not synchronize naturally with the server during the week.

It is important that this service is run on Monday and NOT on Sunday as it performs its processing on data from "the previous week". Consequently, setting this update time to Sunday would cause the processing to be performed on the week between 7 and 14 days ago.

## Synchronization settings

### Authentication method

- Mode 1 - for versions of Wellnomics WorkPace prior to 5.1
- Transitioning from Mode 1 to Mode 2
- Mode 2 - for Wellnomics WorkPace 5.1 or later

### Synchronization service

Run Interval: Weekly  
 Start Day: Monday  
 Start Time (24 hour format):

Save

As the Wellnomics Synchronization Service is such a vital component to the overall operation of Wellnomics Risk Management, it is extremely important that it is monitored closely to ensure that it is running at all times.

Once in a while we have had reports that some of the processing threads within the Wellnomics Synchronization Service have halted, even though the service itself is still running. While our Development team continues to investigate this issue, we have come up with a suitable work-around for this situation.

We recommend using **Windows Scheduled Tasks** to automate the restarting of the Wellnomics Synchronization Service on a weekly basis. You may have your own methods for restarting a windows service, but the method we use is through configuring a windows scheduled task to call a batch file that restarts the service. Please see the following example and note that the name of the service in quotation marks being started and stopped, must be spelled exactly the same as the name of the service shown in Windows->Services.

Please note that due to the dependency of the HR Import Service to the Synchronization Service, the stop and start order is very important :

```
@echo off
NET stop /y "Wellnomics HR Import Service"
NET stop /y "Wellnomics Synchronization Service"
echo Restarting Wellnomics Services...Please wait a moment...
@ping 127.0.0.1 -n 2 -w 1000 > nul
@ping 127.0.0.1 -n 10 -w 1000 > nul
NET start "Wellnomics Synchronization Service"
NET start "Wellnomics HR Import Service"
```

### Restore Settings Profile XML Files (if upgrading)

(If Upgrading) Restore the Settings Profile XML Files into the Profiles subdirectory of the Wellnomics Synchronization Application virtual directory. It is important to note that this version of Wellnomics Risk Management may introduce new settings in Settings Profile XML files, and may even remove support for settings used in previous versions of Wellnomics Risk Management.

Please refer to the Settings Control section in Appendix I for a list of all settings supported by this version of Wellnomics Risk Management.

### Applying Customization Resources

If customizations for the Portal website have been developed by Wellnomics Ltd specifically for your company, these customizations will be supplied in the form of a collection of resource files and/or folders.

These files and/or folders must be copied into the Wellnomics Portal `\bin` directory (this is normally `C:\inetpub\wwwroot\wellnomics\bin`) so that `LocalResources.dll` is in the `\bin` directory.

It is recommended that you perform a full backup of your Risk Management system before copying these resource files to your web server.

These custom resource files should have no effect on your appearance of Wellnomics Risk Management, until they are activated.

To activate the customizations, please edit the `web.config` file for the Wellnomics Portal, and modify the following line:

```
<add key="ResourceConfigNamespace" value="" />
```

When the value parameter is set as `value=""` Wellnomics Risk Management will use its own built-in resources.

Along with your customization resource files supplied to you from Wellnomics Ltd, will be a 3-character code. This code must be entered as the value for the above line in `web.config` to activate the customizations.

For example, if your 3-character code was ABC you would need to modify the line as follows:

```
<add key="ResourceConfigNamespace" value="ABC" />
```

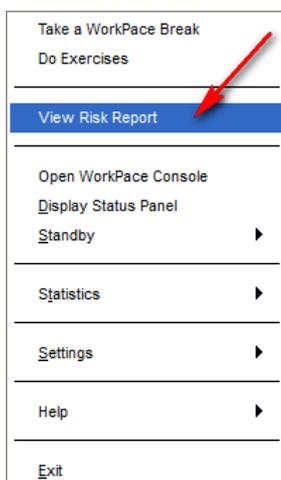
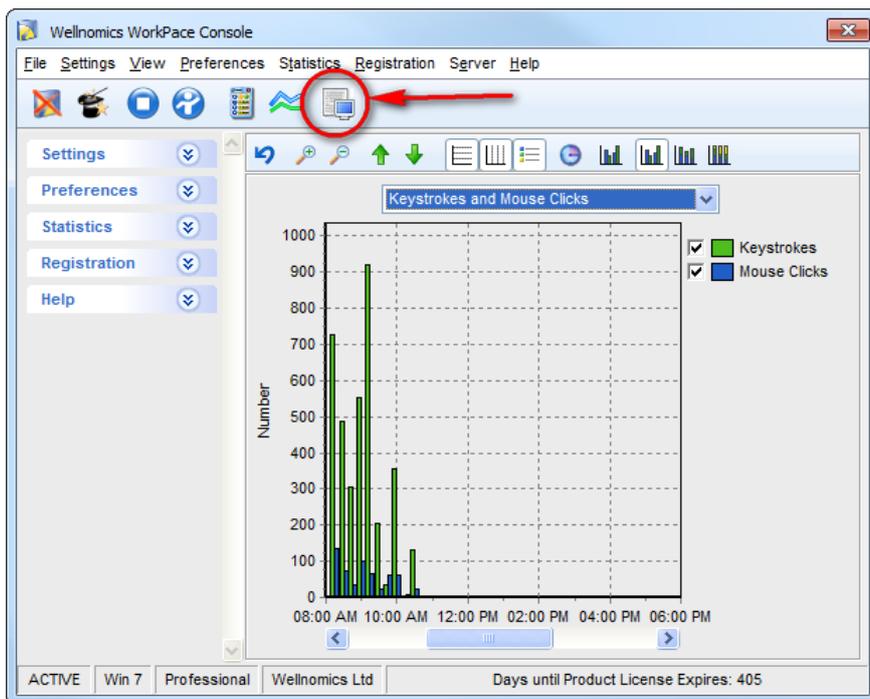
Save and exit the `web.config` file. You must restart IIS for your configuration changes to take effect.

Product Module(s)	WorkRhythm, WorkStation and WorkLife
Registered To	Wellnomics
Version	2.7.0.25753
Customized for	Healthcare Market

You can confirm that the customization has taken place by viewing the **Help > About** page in the Wellnomics Portal website, and checking the line "Customized for...".

### Creating a link from Wellnomics WorkPace to the Portal Website

WorkPace version 3.9 and onwards supports linking Wellnomics WorkPace to the Wellnomics Risk Management Portal website. When the Wellnomics WorkPace users clicks on the "View Risk Report" button in their WorkPace console or from the "View Risk Report" item in the WorkPace tray icon right-click menu, they will automatically be directed to the Wellnomics Risk Management Portal website.



However, Wellnomics WorkPace versions 3.9 to 4.4 does not display these options unless the following Group Setting is included in the Settings Profile XML file (WorkPace versions later than 4.4 provide this button automatically):

```
<s:ViewRiskReportLink>http://{server URL}/wellnomics</s:ViewRiskReportLink>
```

Substitute {server URL} with the URL of your actual Wellnomics Risk Management server.

Please see the Group Settings section in Appendix I for more information.

### Reproduce web.config customizations (if necessary)

Any manual changes to any of the module `web.config` files made prior to upgrading, will need to be reproduced in the latest version of these files.

The backups made in Before Upgrading on page 20 will provide reference copies of your previous `web.config` files.

### Prevent Synchronization of old data

The following key and value pair can be added to the **appsettings** section of the `web.config` file for the Wellnomics Synchronization Application.

```
<add key="IgnoreDataBefore" value="yyyy-mm-dd" />
```

For example:

```
<add key="IgnoreDataBefore" value="2007-01-21" />
```

All data before this date will be ignored. That is, if the key was as above all data before January 21st 2007 would be ignored. The users daily hash value is still calculated and inserted as is their last synchronization date.

If the key is not there or if the key is not between 1985 and 2100, it is ignored as not being valid. In this case all data will be inserted as normal.

### *Set Wellnomics Portal Sign-on Method*

By default Wellnomics Risk Management uses Windows authentication to automatically log the user into the Wellnomics Portal website without requiring the entry of an Email address or password.

Please see Single Sign-On on page 110 for more information.

### *Perform HR Import*

A user account must exist for anyone wishing to use the Wellnomics WorkPace product and/or the Wellnomics Risk Management software. User accounts are created through the HR Import process. Please see HR Import on page 89 for more information.

### *Set Overall Risk Calculation Method*

Overall Risk can be calculated based on knowing either ANY or ALL Risk Categories. Please see Overall Risk Calculation on page 109 for more information.

### *Define User Roles*

User Roles determine who has access to various parts of Wellnomics Risk Management. Please see User Roles for more information.

# 14 USING THE WELLNOMICS IT ADMINISTRATION WEBSITE

This section covers the options available within the Wellnomics IT Administration Website.

## In This Chapter:

Logging into the Wellnomics IT Administration Website .....	74
Manage Roles .....	77
System Configuration .....	77
HR Import .....	83
About .....	89

### Logging into the Wellnomics IT Administration Website

There are four roles that can be manually assigned in Wellnomics Risk Management (the role of Manager/Supervisor is automatically assigned when the HR Import file defines a user/supervisor relationship in the company structure). Only two of the manually assigned roles allow access to the Wellnomics IT Administration Website.

- IT Administrator:

Installs and maintains the system as set out in the *IT Administrator Prerequisites* section at the start of this guide. A user with the role of IT Administrator may log into the Wellnomics IT Administration Website and is automatically granted access to the following menus:

- Users
- System Configuration
- About

- HR Importer

A User who has been assigned the HR Importer role may log into the Wellnomics IT Administration Website, but will have their access limited to only the HR Import function (unless they have been further assigned with the role of IT Administrator). A user with the role of HR Importer is granted access to the following menus:

- HR Import
- About

- Wellnomics Administrator:

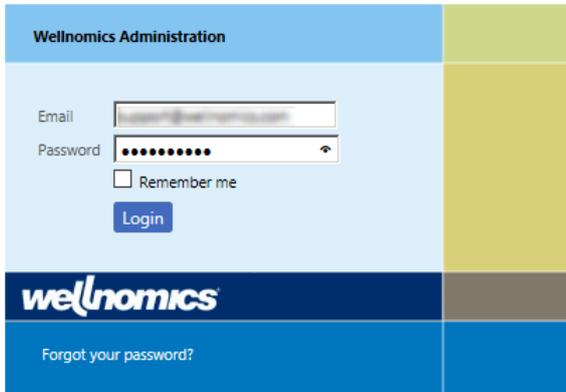
A Wellnomics Administrator is able to create and manage their own reporting groups, and change Risk Management Policy settings for all Wellnomics Risk Management users throughout the entire organization. The Wellnomics Administrator is also able to create custom Local Administrator groups and then assign selected Local Administrators to manage these groups. These are all functions of the main Wellnomics Portal Website. A user with the role of Wellnomics Administrator is denied access to the Wellnomics IT Administration Website.

- Local Administrator

A Local Administrator is assigned by a Wellnomics Administrator to be responsible for a selected group of users within the organization. They are able to run reports and change Risk Management settings for these groups of users only. These are all functions of the main Wellnomics Portal Website. Please note

however, that a Local Administrator may also be allowed access to reports and settings for users below them in their corporate reporting structure. This structure is established by the HR Import process. A user with the role of Local Administrator is denied access to the Wellnomics IT Administration Website.

Log into the Wellnomics IT Administration Web page a using the fully qualified URL (e.g. `http://[Server Name]/WellnomicsAdmin`) as discussed in the Installation section of this guide.



The first time you log in you must enter the default Wellnomics IT Administrator email address, and the password determined in the Installation section of this guide in the spaces provided, before clicking on the *Login* button to proceed.

The Wellnomics IT Administration Website uses Forms Authentication technology. After an HR Import has been performed and various users have been authorized to access this website (through the Roles screen), they must select the Reset my password option to establish a log on password. The instructions for setting their password will be emailed to them using their contact email address specified in the HR Import file.

### Keep me logged in

Selecting this option will allow you to navigate away from the Wellnomics IT Administration Website (perhaps to a site located in your bookmarked favorites list) and return to the Wellnomics IT Administration Website without having to re-enter through the **Log In Page** that is shown above.

---

**Please Note:** If you choose to log out of the Wellnomics IT Administration Website by clicking on the  icon in the menu, you will have to log back in next time through the **Log In Page** that is shown above.

---

### Forgot your password

If you have forgotten your Wellnomics IT Administration Website password, or if you need to establish a new password for the first time please enter your email address and click on the *OK* button. An email will be sent to you with further instructions.

Use an Email address of just "admin" to recover the password for the Admin user.

## Reset your password

Enter your email address and we'll send you instructions to reset your password.

Send instructions

Cancel

## System Check

---

After logging into the Wellnomics IT Administration Website you are automatically directed to the System check page.

### System check

#### Database

- ✔ **Database Version**  
 Database version (3.0.0) is compatible.

#### Wellnomics Synchronization

- ✔ **Web Service Connection**  
 Connection successful.
- ✔ **Application Version**  
 Applications are compatible.
- ✔ **Database Connection**  
 Database connection successful.
- ✔ **Database Configuration**  
 Wellnomics Synchronization database configuration matches.

#### Wellnomics Synchronization Service

- ✔ **Service Connection**  
 Communication successful.
- ✔ **Application Version**  
 Applications are compatible.
- ✔ **Database Connection**  
 Database connection successful.
- ✔ **Database Configuration**  
 Wellnomics Synchronization Service database configuration matches.
- ✔ **Status Check**  
 There are 0 rows in the Statistics Queue.

#### Wellnomics Portal

- ✔ **Web Service Connection**  
 Connection successful.
- ✔ **Application Version**  
 Applications are compatible.
- ✔ **Database Connection**  
 Database connection successful.
- ✔ **Database Configuration**  
 Wellnomics Portal database configuration matches.

#### Wellnomics HR Import Service

- ✔ **Service Connection**  
 Communication successful.
- ✔ **Application Version**  
 Applications are compatible.
- ✔ **Database Connection**  
 Database connection successful.
- ✔ **Database Configuration**  
 Wellnomics HR Import Service database configuration matches.
- ✔ **Status Check**  
 HR Import has not completed a job since the service was started. The HR Importer last polled for work at 22 Oct 2015 11:24 a.m.. The HR Validator last polled for work at 22 Oct 2015 11:24 a.m..

## Search Panel

The Search Panel is a light blue box with a title bar containing a search icon and the text "Search Panel". Below the title bar are three input fields labeled "User ID", "First Name", and "Last Name". At the bottom of the panel are two buttons: "Search" and "Clear".

The **Search Panel** appears on the Manage Roles screen and contains options which are intended to help the IT Administrator locate a particular user.

You may search by the Unique User ID, First Name or Last Name.

## Manage Roles

The **Manage Roles** screen allows the Wellnomics IT Administrator to view and edit any of the active users listed in the Wellnomics Risk Management software. Please refer to the section at the beginning of this chapter for more information on each of these roles.

The Manage Roles screen features a search panel at the top right and a table of users below. The table has the following columns: User ID (with an upward arrow), First name, Last name, IT Administrator, Wellnomics Administrator, and HR Importer. The first row shows a user with ID 'admin', first name 'Wellnomics', and last name 'Administrator', with checkmarks in the role columns. Subsequent rows are blurred. Each row has an 'Edit' button on the right side.

The **Manage Roles** screen may be sorted in order of User Name (Unique ID), First Name, Last Name, and whether they are an IT Administrator, Wellnomics Administrator, or HR Importer. To re-sort the user list, simply click on any of the column headings. Each subsequent click will alternate the order between ascending and descending order.

### Edit

Selecting the **Edit** button for a user will allow the Wellnomics IT Administrator to specify if any other users have Wellnomics IT Administrator permissions, and which users have Wellnomics Administrator, or HR Importer permissions.

### Default Wellnomics Administrator

In the Wellnomics notifications module (yet to be implemented), if no user is specified to receive a system

notification the notification will be sent to the Default Wellnomics Administrator

## System Configuration

### Registration

---

This section allows you to view and/or update your Wellnomics Risk Management Software License Agreement.

## Registration

### Current Registration Details

Product module(s) WorkRhythm, WorkStation and WorkLife

Registered To [REDACTED]

Purchase Date 21 Oct 2015

Key [REDACTED]

Expiry Date 21 Oct 2016

Registered Users 10,000

[Add New Registration Key](#)

<b>Product Module(s)</b>	The name of your registered Wellnomics Risk Management Software Product.
<b>Registered To</b>	The name to which your Wellnomics Risk Management Software is licensed.
<b>Purchase Date</b>	The date your Wellnomics Risk Management Software (or latest Maintenance Agreement was purchased).
<b>Key</b>	Your registration key.
<b>Expiry Date</b>	The date on which your Maintenance Agreement expires.
<b>Registered Users</b>	The number of Client Users that Wellnomics Risk Management is licensed to synchronize data with.
<b>Add New Registration Key</b>	Click on this button to add a new registration key.

Take a moment to read the license agreement. If you accept the terms click "I Agree", then "Next". Otherwise click "Cancel".

When the Wellnomics WorkPace client connects with the Wellnomics Risk Management server, the registration key is validated between the client and server to ensure that it matches before any data synchronization process is allowed to take place. A failure in this validation process will result in a communication warning message being displayed on the Wellnomics WorkPace client PC.

### Automatically updating Wellnomics WorkPace with an updated Registration key

---

When a new registration key is added to Wellnomics Risk Management, all previous historical registration keys are retained by the system in a permanent archive.

When the Wellnomics WorkPace client connects to the Wellnomics Risk Management server and attempts to validate the registration key, the server will search the registration archive if the current key does not match. On

finding a matching registration key in the archive, Wellnomics Risk Management will automatically update the Wellnomics WorkPace client with the new registration key.

Please see License Key Management on page 118 for more information.

---

**Please Note:** When updating Wellnomics Risk Management with a registration key that activates additional product modules, the algorithm that calculates each user's Overall Risk will then include the new Risk Categories analyzed by these additional modules from that point forward. As these additional modules were not previously active, their historical risk components for each user will show as Unknown.

---

## Email and SMTP Settings

---

Here you may modify the SMTP Email Configurations established during the installation of the Wellnomics IT Administration Website, including the email `From` address of the IT Admin website system generated messages. You may also override the email `From` address of any risk messages sent by managers/supervisors from the Wellnomics Portal website.

### Email and SMTP Settings

#### Email "FROM:" Addresses

Admin Portal	<input type="text" value="noreply@wellnomics.com"/>
Email messages from http://localhost/WellnomicsAdmin	
User Portal	<input type="text" value="noreply@wellnomics.com"/>
Email messages from http://localhost/Wellnomics	

#### SMTP Settings

SMTP Host	<input type="text" value="202.37.100.140"/>
SMTP Port	<input type="text" value="25"/>

[Send test email](#)

[Save](#)

#### Administrator's Email Address

Admin Email	<input type="text" value="support@wellnomics.com"/>
-------------	---

[Update Admin Email](#)

Admin Portal From Address:

This will appear as the `From` email address when the IT Admin website sends automated messages (such as when you reset your password).

User Portal From Address:

This will appear as the `From` email address when the Wellnomics Portal website sends automated messages (such as Risk Messages).

If this entry is left blank then the email address of the manager/supervisor sending the risk message will be used as the `From` email address.

SMTP Host:

The full network name of your SMTP (email) Server.

SMTP Port:

The port number for SMTP Servers is usually 25.

Admin Email:

Change the email address for the Admin account. Take great care with this, as this email address cannot be the same as one that exists in your HR Import file.

## **Synchronization Settings**

---

### Authentication method

---

If your users have WorkPace version 5.1 or later installed, you may take advantage of a more secure synchronization process.

Please contact Wellnomics Support (support@wellnomics.com) for further information on this function.

### Synchronization service

---

By default, each Monday at 1am the Wellnomics Synchronization Service performs a scan of the Weekly Statistics Table for any active users who have not had their weekly statistics calculated during the previous week. This will be because they have not synchronized at all during the week (perhaps they are working offsite or on leave).

The scheduled time of this weekly process may be adjusted here if this time is not appropriate.

## Synchronization settings

### Authentication method

- Mode 1 - for versions of Wellnomics WorkPace prior to 5.1
- Transitioning from Mode 1 to Mode 2
- Mode 2 - for Wellnomics WorkPace 5.1 or later

### Synchronization service

Run Interval: Weekly  
Start Day: Monday  
Start Time (24 hour format):

---

Save

## System Check

---

After logging into the Wellnomics IT Administration Website you are automatically directed to the System check page.

### System check

#### Database

- ✓ **Database Version**  
Database version (3.0.0) is compatible.

#### Wellnomics Synchronization

- ✓ **Web Service Connection**  
Connection successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics Synchronization database configuration matches.

#### Wellnomics Synchronization Service

- ✓ **Service Connection**  
Communication successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics Synchronization Service database configuration matches.
- ✓ **Status Check**  
There are 0 rows in the Statistics Queue.

#### Wellnomics Portal

- ✓ **Web Service Connection**  
Connection successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics Portal database configuration matches.

#### Wellnomics HR Import Service

- ✓ **Service Connection**  
Communication successful.
- ✓ **Application Version**  
Applications are compatible.
- ✓ **Database Connection**  
Database connection successful.
- ✓ **Database Configuration**  
Wellnomics HR Import Service database configuration matches.
- ✓ **Status Check**  
HR Import has not completed a job since the service was started. The HR Importer last polled for work at 22 Oct 2015 11:24 a.m.. The HR Validator last polled for work at 22 Oct 2015 11:24 a.m..

## Database Check

---

If the System Check screen shows any problems with the Wellnomics database, the Database Check screen will identify the particular areas in the database that require attention.

### Database Check

The database integrity is **OK**.

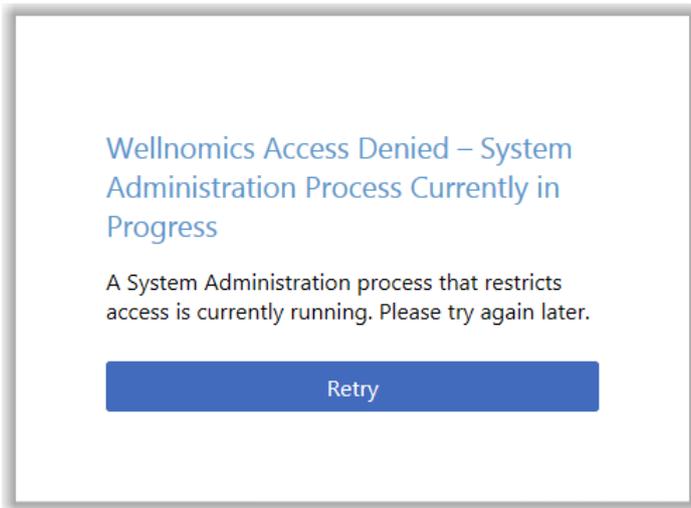
The above image shows that the database integrity is correct.

## Portal Status

---

During the HR Import process, the Wellnomics Portal website is temporarily taken offline, and then brought back online again once the import process has completed.

While the Wellnomics Portal website is offline, the following message will be displayed to anyone attempting to log into the system:



The IT Administrator may take the Wellnomics Portal website offline for other reasons if required, and later bring it back online again. This is controlled by the Portal Status function.

## Portal Status

Current Portal Status

## Netherlands Risk Factors

---

This option allows a set of break compliance risk factors specific to the Netherlands to be applied to risk calculations.

## Netherlands Risk Factors

Include Netherlands Breaks Risk Factors in the risk calculations (affecting the resulting risk levels), and show them in the management reports.

Include Netherlands Breaks Risk Factors

---

**Please Note:** Changing this setting affects only new calculations from now on.

---

## Options

---

The options section lets you specify additional settings.

Default language for new users:

Note that the Wellnomics Risk Management Portal application must be restarted manually from within IIS for any change in the default language to take effect.

Specify the default language for the Wellnomics Risk Management portal site.

---

**Please note:** Restarting the Wellnomics Risk Management portal is achieved through IIS Manager.

---

### Default time zone for new users

---

Sets the default time zone for new users

### Organization Group Licensing

---

For sites hosted by Wellnomics Ltd. Allows system licensing to be managed by Organization Groups created by Wellnomics Administrators.

## HR Import

The Wellnomics database must contain a user account for anyone wishing to use Wellnomics Risk Management. This includes Wellnomics WorkPace users as well as Health & Safety Managers who may only be logging into the Wellnomics Portal website to view online reports.

When Wellnomics WorkPace connects to the Wellnomics Risk Management server it automatically provides the user's Windows Domain login name to identify that user to the server. This Windows Domain login name must be validated against a record in the Wellnomics database.

To create a table of valid Wellnomics WorkPace users, the Wellnomics Risk Management Software uses an HR Import process. The HR Import reads standard Comma Separated Value (CSV) files, and will support entries whether they are surrounded by quotation-marks or not.

---

### Special Notes:

Use ASCII encoding for plain English content.

Use UTF8 encoding for everything else (e.g. accented characters).

If you wish to include a comma (,) symbol inside a field value then that entry must be surrounded by quotation marks.

For example:

```
UID,FirstName,LastName,SupUID,LoginID,Email,Department,Location
cl412,Chris,Lake,,ZAMBOZO\chris22,c.lake@zambozo.com,Administration,"Dallas,
Texas"
```

If the file size of your HR CSV file exceeds 20 Megabytes (20480 Kilobytes), please refer to Maximum Size of the HR Import CSV file.

We recommend that you keep the maximum length of any individual field to 50 characters.

We have found that some methods clients have used to create the HR Import file have not terminated the file correctly, resulting in validation errors during the HR Import process. To ensure that this does not happen we recommend that the HR Import file end with an EOL (end of line) character.

---

The first line of the HR Import CSV file must contain the following field headers, but may contain a number of optional extra fields for storing other elements relevant to reporting requirements such as Location and/or Department:

**UID** Must contain a Unique ID to identify each user.

- SupUID** May contain the Unique ID of the user who is this user's supervisor.  
If there is no supervisor this value may be left empty (see example below - Chris Lake has no supervisor).
- LoginID** Must contain the User's Windows Login ID including domain identifier.  
Multiple Logins are supported.
- FirstName** May contain the User's First Name (May be left empty for anonymization purposes).
- LastName** May contain the User's Last Name (May be left empty for anonymization purposes).
- Email** Must contain the user's email address. Must be unique for each user.

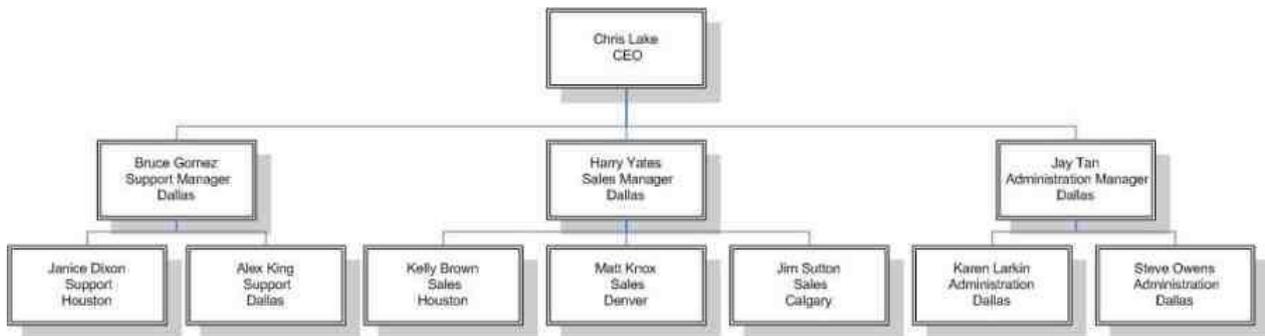
Here is an example of a typical Wellnomics Risk Management CSV Import file:

```
UID,FirstName,LastName,SupUID,LoginID,Email,Department,Location
CL412,Chris,Lake,,ZAMBOZO\chris22;REMOTE\chris,c.lake@zambozo.com,,Dallas
BG884,Bruce,Gomez,CL412,ZAMBOZO\bruce99,bruce99@zambozo.com,Support,Dallas
AK441,Alex,King,CL412,ZAMBOZO\aking1,aking@zambozo.com,Support,Dalles
JD123,Janice,Dixon,BG884,OFFICE\jdixon,j.dixon@zambozo.com,Support,Houston
HY663,Harry,Yates,BG412,ZAMBOZO\hy663,h.yates@zambozo.com,Sales,Dallas
KB45,Kelly,Brown,HY663,OFFICE\kelly45,k.brown@zambozo.com,Sales,Houston
MK226,Matt,Knox,HY663,REMOTE\mattk,matt.k@zambozo.com,Sales,Denver
JS93,Jim,Sutton,HY663,REMOTE\js93,js93@zambozo.com,Sales,Calgary
JT237,Jay,Tan,CL412,ZAMBOZO\jaytan1,jay.tan@zambozo.com,Admin,Dallas
KH08,Karen,Larkin,JT237,ZAMBOZO\klarkin,k.l@zambozo.com,Admin,Dallas
SO943,Steve,Owens,JT237,ZAMBOZO\sowens,s.owens@zambozo.com,Admin,Dallas
```

This will import the following table of records into Wellnomics Risk Management.

UID	First Name	Last Name	SupUID	LoginID	Email	Department	Location
CL412	Chris	Lake		ZAMBOZO\chris22 REMOTE\chris	c.lake@zambozo.com		Dallas
BG884	Bruce	Gomez	CL412	ZAMBOZO\bruce99	bruce99@zambozo.com	Support	Dallas
AK441	Alex	King	BG884	ZAMBOZO\aking1	a.k@zambozo.com	Support	Dallas
JD123	Janice	Dixon	BG884	OFFICE\jdixon	j.dixon@zambozo.com	Support	Houston
HY663	Harry	Yates	CL412	ZAMBOZO\hy663	h.yates@zambozo.com	Sales	Dallas
KB45	Kelly	Brown	HY663	OFFICE\kelly45	k.brown@zambozo.com	Sales	Houston
MK226	Matt	Knox	HY663	REMOTE\mattk	matt.k@zambozo.com	Sales	Denver
JS93	Jim	Sutton	HY663	REMOTE\js93	js93@zambozo.com	Sales	Calgary
JT237	Jay	Tan	CL412	ZAMBOZO\jaytan1	jay.tan@zambozo.com	Admin	Dallas
KH08	Karen	Larkin	JT237	ZAMBOZO\klarkin	k.l@zambozo.com	Admin	Dallas
SO943	Steve	Owens	JT237	ZAMBOZO\sowens	s.owens@zambozo.com	Admin	Dallas

Managers will be able to report on all users (or groups of users) below them on the reporting structure tree.



## Support for Multiple Domain Logins

While most organizations provide just a single network domain account per user, Wellnomics Risk Management has been designed to provide support for exceptions to this rule.

When a user connects to Wellnomics Risk Management their current domain credentials (the domain name and user ID that they have used to log into Windows) are passed on to that server to identify that user. There are two times when this will occur:

- When Wellnomics WorkPace establishes an automatic synchronization connection with the server
- When a user accesses the Wellnomics Portal website

Since an enterprise may be spread across multiple domains, and some users may have login access for more than a single one of these domains, each domain login must be included for each of these unique users.

In our HR Import example in the previous section, Chris Lake primarily logs into the domain ZAMBOZO, but occasionally logs into the domain REMOTE. Here are Chris's login credentials:

- ZAMBOZO\chriss22
- REMOTE\chris

There are therefore two domain logins used by Chris Lake and both of these need to be identified in the HR Import file.

## Performing the HR Import

### HR Import

#### Start HR Import

Browse to the CSV file that contains the HR data that you wish to import.

CSV File:

**Note:** If this CSV file contains any non-English characters, such as accents or umlauts, then the file must be saved in UTF-8 format. If there is any doubt use UTF-8.

Use the `browse` button to locate your CSV format file. Your Comma Separated Variable file should have `.csv` as its file extension.

---

**Please Note:** During the HR Import process users attempting to log into or use the Portal may receive an onscreen message that the system is temporarily down for maintenance.

---

Click on the `Start HR Import` button to begin processing the file.

The first image that appears indicates that Wellnomics has commenced the HR Import.

## HR Import

### HR Import Commenced

The following HR Import task has been submitted:

- Filename: wellnomics\_staff.csv
- Started at: 6 Jan 2016 7:49 a.m.

[View HR Import Status](#) 

If your CSV file is missing a previous column of data, or if one of your column headings has changed, you may receive the following warning message:

## HR Import

### Warning - Missing Fields

The new HR Import file does not contain all the HR Data Fields that are currently configured in your database. The following fields are missing from the new file:

- costcentre

If you continue with the HR Import, then any Groups of users based on the above fields will be empty.

Do you wish to continue with the import?

[Continue](#) [Cancel](#) [Return to file selection](#)

Thi

s warning is a security measure, designed to prevent you from accidentally deleting data from the server. Remember that if you simply wish to change the column heading names used in the risk management reports you can achieve this by modifying the **Admin > Policy Configuration > HR Data Field Management** settings.

If you click on the link to `View HR Import Status` you will be directed to the following screen.

## HR Import

### View HR Import Status

Start date ▾	Submitted by	Filename	Status	Errors	Warnings	Users added	Users archived	Users unarchived	Details
6 Jan 2016 7:52 a.m.	admin	2016-01-06T075255-99-wellnomics_staff.csv	Validation Pending	0	0	0	0	0	

During the validation process it is not unusual to see warnings. These will usually indicate non-existent or missing Supervisor IDs, FirstNames or LastNames. The HR Import will complete successfully even though warnings are shown.

Once the HR Import process has completed, the HR Import Status screen will show as follows.

## HR Import

[View HR Import Status](#)

Start date ↓	Submitted by	Filename	Status	Errors	Warnings	Users added	Users archived	Users unarchived	Details
5 Jan 2016 3:34 p.m.	admin	2016-01-05T153422-99-wellnomics_staff.csv	Import Finished	0	2	14	0	0	

### Auto HR Import Settings

This feature allows the importing of the HR Import CSV file to be automated on a daily basis.

### Auto HR Import Settings

Auto HR Import Enabled

Start Time

Import Location

Location for Successful Files

Location for Failed Files

Location for Ignored Files

Auto HR Import Enabled	Select to enable the automatic HR Import process. Even when the Auto HR Import is enabled it is still possible to perform HR Imports manually.
Start Time	Set the server time in 24-hour format, for the daily Auto HR Import to start.
Import Location	Specify the location of the HR Import CSV file. If there are multiple CSV files in this location, only the most recently created (creation date stamped) CSV file will be imported. All other CSV files will be ignored.
Location for Successful Files	At the end of a successful Auto HR Import, the CSV file will be moved to this location.
Location for Failed Files	If the Auto HR Import fails due to errors, the CSV file will be moved to this location.
Location for Ignored Files	When the Import Location contains multiple CSV files, all ignored files will be moved to this location.

All specified locations must exist and be accessible to the server, and the three locations for placing the Successful, Failed, and Ignored files must have the correct write permissions set for the account running the HR Import Service (this is usually the SYSTEM account).

After saving your changes you will be prompted to restart the Wellnomics HR Import Service.

 Auto HR Import Settings were successfully changed. Please restart the HR Import service.

If the Wellnomics HR Import Service fails to restart successfully, please **Stop** the service and then **Start** it again.



---

**Please note:** If your HR Import CSV file contains name changes to any of the extended field headers then the HR Import screen would normally prompt with a warning for you to either continue or cancel the HR Import. As this prompt response is not possible in an automated HR Import, the import will be cancelled automatically and the HR Import CSV file will be moved to the location specified for Failed Files. There will be no errors logged.

---

The **About** page contains a summary of your Wellnomics Risk Management registration details as well as our mission statement plus links to further information.

## Wellnomics Administration

Product module(s) WorkRhythm, WorkStation and WorkLife

Registered to [Redacted]

Version 3.0.0.27170

Purchase Date 21 Oct 2015

Key [Redacted]

Expiry Date 21 Oct 2016

Registered Users 10,000

Wellnomics® mission is to improve the health, wellbeing and productivity of computer workers through software solutions.

The Wellnomics® Risk Management solution provides an integrated suite of software tools to enable organizations to effectively manage the health and safety of large numbers of office workers. The software is designed to help you prevent injuries, improve productivity, and minimize downtime.

Wellnomics® solutions are scientifically validated and underpinned by considerable research in the field of office ergonomics.

For more information on Wellnomics please see [www.wellnomics.com](http://www.wellnomics.com)

[Click here](#) to view the Wellnomics License Agreement.

[Click here](#) to view system information.



# 15 APPENDICES

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### Appendix I - Settings Control

During the user data synchronization process that occurs between Wellnomics WorkPace and the Wellnomics Synchronization component of the Wellnomics Risk Management software server, two distinct collections of Wellnomics WorkPace settings are also synchronized and updated:

1. Group Settings
2. User Settings

It is important to note that **all** settings for **all** users are read first from the base settings group and user profile files (`BaseGroupSettings.xml` & `BaseUserSettings.xml`) before any settings are read from the Default or any of the custom profile files. This means that the Default and any custom group or user profile files need only contain the differences specific to that group. It is therefore possible for the Default and custom group and user profile files to contain just a few or even just a single setting modification within the file.

Any new users (or users not assigned to any other custom group) are automatically assigned to the **Default** group. Members of the **Default** group will first receive their settings from the files `BaseGroupSettings.xml` & `BaseUserSettings.xml` before any settings from `DefaultGroupSettings.xml` & `DefaultUserSettings.xml` are implemented.

#### Group Settings

---

These settings control the basic display and configuration settings for Wellnomics WorkPace such as hiding selected statistics and menu options, and controlling the frequency at which local data files are saved and synchronized with Wellnomics Risk Management.

All Wellnomics WorkPace users receive the base group settings that are contained in the following XML file:

```
BaseGroupSettings.xml
```

This file is stored on the Wellnomics Risk Management server in the Profiles subdirectory of the Wellnomics Synchronization application directory. By default, this location is as follows:

```
C:\Inetpub\wwwroot\Wellnomics_sync\Profiles
```

---

**Please note:** You must ensure that any changes made to the Group Settings values do not alter any of the XML tags within the document itself.

---

The following table lists each of the Group Settings contained within this file and allowed values (case sensitive). Please note that the default value for each of the settings is indicated in brackets.

Group Setting Name	Meaning	Allowed Values
AutoSave	This option sets whether or not the Wellnomics client application periodically saves the user's data to their local .raw file	(true) / false
AutoSavePeriod	This sets the frequency that the user's data is saved to their local .raw file (the AutoSave option above must be set to true)	hh:mm:ss / (00:10:00)
HideHistoricalData	Hides all Historical Data that is normally available through the Historical Statistics menu option	true / (false)
HideEditRecorderTab	Hide the Recording Options item from the menu. Users cannot control which groups of statistics are recorded	true / (false)
HideMaintExpiry	Hide the software maintenance expiry information at the bottom of the main window from the user	true / (false)
HideRegistration	Hide the Enter Registration Key from the Registration menu. This prevents users trying to enter their own personal license key	true / (false)
HideSupport	Hide the Support option on the Help menu	true / (false)
HideHistoricalUsage	Hide the Usage tab in the Historical Statistics window. Users cannot view the daily historical usage information (time spent using the computer etc.) if this option is enabled	true / (false)
HideHistoricalBreaks	Hide the Breaks tab in the Historical Statistics window. Users cannot view the daily historical break compliance information (micropauses taken etc.) if this option is enabled	true / (false)
HideHistoricalDutchRegs	Hide the Dutch Regulations tab in the Historical Statistics window. Users cannot view the Dutch regulations break compliance information (5 minute breaks taken every 2 hours etc.) if this option is enabled. This tab is hidden by default if the Dutch regulations are not being enforced	true / (false)
HideHistoricalSettings	Hide the Settings tab in the Historical Statistics window. Users cannot view the daily historical settings (micropause interval, duration etc.) if this option is enabled	true / (false)
HideHistoricalKeyGroups	Hide the Keyboard tab in the Historical Statistics window. Users cannot view the daily keyboard group information (numeric keys etc.) if this option is enabled	true / (false)

Group Setting Name	Meaning	Allowed Values
HideHistoricalIndividualKeys	Hide the Individual Keys tab in the Historical Statistics window. Users cannot view the daily individual key press information ('a', 'b', 'c' keys etc.) if this option is enabled	true / (false)
HideHistoricalApplications	Hide the Applications tab in the Historical Statistics window. Users cannot view the daily application usage information if this option is enabled	true / (false)
HideGraphHistoricalData	Hide the Past Activity graphing option of historical data from the Statistics menu	true / (false)
ExerciseFilter	This allows the filtering of any exercises deemed to be unsuitable for this particular group. It is a comma separated list of integer numerical IDs corresponding to the exercises to be filtered. See the User's Guide for the list of exercises and their IDs	For example, 18, 32, 15
HideHistoricalLaptop	Hide the Laptop Usage tab in the Historical Statistics window. Users cannot view the daily historical laptop usage information (time spent using the computer etc.) if this option is enabled	true / (false)
HideExerciseEditor	Hides the exercise setup list editor	true / (false)
HideMainConsole	Hides access to the main Console. This will prevent the user from editing any settings or view their local usage data	true / (false)
HideSetupWizard	Hides the Run Setup Wizard option from the user. The setup wizard can still be used to create an initial profile, but not to update the profile later	true / (false)
ProdExpiryWarnOff	Hide any software expiry pop-up warning from appearing to the user	true / (false)
ConnectPeriod	Time period for how often the Wellnomics client application will attempt to connect to the Wellnomics server	hh:mm:ss / (24:00:00)
ConnectStagger	To prevent possible server overloading by connecting to the server at the same time each day, the ConnectPeriod value may be varied or staggered by this time period	hh:mm:ss / (01:00:00)
ConnectRetryPeriod	If Wellnomics WorkPace fails to connect to the Wellnomics Risk Management software server; it will retry every length of time set here	hh:mm:ss / (01:00:00)
WarnHorizPos	Horizontal positioning of the pop-up warnings (0=center, 1=left, 2=right)	(0) / 1 / 2
WarnVertPos	Horizontal positioning of the pop-up warnings (0=center, 1=top, 2=bottom)	(0) / 1 / 2
WarnInWorkArea	This setting will keep any pop-up warnings away from the taskbar and any toolbars etc, and within the Windows working area	(true) / false
NoBreakInsist	Will cause reminders to remain on the screen, but not move to the insist stage	true / (false)

Group Setting Name	Meaning	Allowed Values
UserCannotExit	Prevent the user from exiting Wellnomics WorkPace	true / (false)
UserCannotStandby	Block the user from placing Wellnomics WorkPace on Standby	true / (false)
MonitorOnly	This option disables all of Wellnomics WorkPace's user interface and monitors users computer activity and work intensity without prompting for breaks and exercises	true / (false)
HideStandbyRestOfDay	Hide the option to place WorkPace on Standby for the rest of the day	true / (false)
HideAmalgamatedData	Hide the "All Computers" option from the reporting screens (i.e. all data shown in WorkPace will be for this computer only).	true / (false)
DataNoKeyGrpStats	Do not send usage data on key groups to the server.	true / (false)
DataNoKeyAllStats	Do not send usage data on individual keys to the server.	true / (false)
DataNoLaptopStats	Do not send data on laptop usage to the server.	true / (false)
DataNoAppStats	Do not send data on application usage to the server.	true / (false)
DataUploadOnShutDown	Send WorkPace data to server when WorkPace closes.	(true) / false
ViewRiskReportLink	URL to Wellnomics Risk Management portal website (i.e. <a href="http://{servername}/wellnomics">http://{servername}/wellnomics</a> )	
Tips_us	Override WorkPace break tips when language is set to English. See the section on Tips for more information.	
Tips_nl	Override WorkPace break tips when language is set to Dutch. See the section on Tips for more information.	
NewUser>MonitorOnly	If this is a New WorkPace User this option disables all of Wellnomics WorkPace's user interface and monitors users computer activity and work intensity without prompting for breaks and exercises	true / (false)
NewUser>Method	Either accept the built-in defaults or use the Setup Wizard to determine a new user's initial settings	Default / (Wizard)
NewUser>Training	When the Wellnomics client is run for the first time, the multimedia training can be set to Voluntary, Not Available, or Compulsory	(Voluntary) / No / Compulsory
NewUser>Language	This is the initial language chosen for a new user. If set to 0 then the current Windows locale language is used	(0) / See language code table below
NewUser>DutchRegs	Determines whether or not the option for Dutch health and safety regulation enforcement is enabled by default for new users	true / (false)
NewUser>NoHardwareWizard	Suppress the Hardware Wizard	(true) / false

**User Settings**

These settings control the feature locking and range selection options for Wellnomics WorkPace such as restricting changes to Micropause Duration, Enforcement Levels and even which statistics are recorded.

All new Wellnomics WorkPace users receive the base user settings that are contained in the following XML file:

BaseUserSettings.xml

This file is stored on the Wellnomics Risk Management server in a subdirectory of the Wellnomics Synchronization application directory. By default, this location is as follows:

C:\Inetpub\wwwroot\Wellnomics\_sync\Profiles

---

**Please note:** You must ensure that any changes made to the User Settings values do not alter any of the XML tags within the document itself.

---

The following table lists each of the User Settings contained within this file. Please note that the default value for each of the settings is indicated in brackets.

User Setting Name	Meaning	Locking	Values	Min	Max
MPEnabled	Enable Micropauses	Locked / ValLock (Unlocked)	(true) / false	-	-
MPDuration	Micropause duration	Locked / ValLock (Unlocked) / RangeLocked	(00:00:08) / hh:mm:ss	00:00:05	00:03:00
MPInterval	Interval between Micropauses	Locked / ValLock (Unlocked) / RangeLocked	(00:06:00) / hh:mm:ss	00:00:30	00:10:00
RBEnabled	Enabled Rest Breaks	Locked / ValLock (Unlocked)	(true) / false	-	-
RBDuration	Rest Break duration	Locked / ValLock (Unlocked) / RangeLocked	(00:06:00) / hh:mm:ss	00:01:00	02:00:00
RBInterval	Interval between Rest Breaks	Locked / ValLock (Unlocked) / RangeLocked	(00:45:00) / hh:mm:ss	00:01:00	04:00:00
RBWarnNum	Number of warnings before a break is enforced, or considered ignored	Locked / ValLock (Unlocked) / RangeLocked	1 / 2 / (3)	1	3
DLEnabled	Enable Daily Limit	Locked / ValLock (Unlocked)	(true) / false	-	-
DLWorkLimit	Daily computer usage limit	Locked / ValLock (Unlocked) / RangeLocked	(08:00:00) / hh:mm:ss	00:15:00	23:59:00

User Setting Name	Meaning	Locking	Values	Min	Max
DLWarnNum	Number of warnings before a daily limit is enforced, or considered ignored	Locked / ValLock (Unlocked) / RangeLocked	1 / 2 / (3)	1	3
WLEnabled	Enable Weekly Limit	Locked / ValLock (Unlocked)	(true) / false	-	-
WLWorkLimit	Weekly computer usage limit	Locked / ValLock (Unlocked) / RangeLocked	hh:mm:ss	00:15:00	80:00:00
WLWarnNum	Number of warnings before a weekly limit is enforced, or considered ignored	Locked / ValLock (Unlocked) / RangeLocked	1 / 2 / (3)	1	3
DLReset	The time of day that the Daily Limit timer is reset back to zero	Locked / ValLock (Unlocked)	(05:00:00) / hh/mm/ss	00:00:00	23:59:59
WLReset	The day of the week that the Weekly Limit timer is reset. 0=Saturday, 1=Sunday, ..., 6=Friday	Locked / ValLock (Unlocked)	0 / (1) / 2 / 3 / 4 / 5 / 6	0	6
Workday0	Sunday is a normal work day	Locked / (Unlocked)	true / (false)	-	-
Workday1	Monday is a normal work day	Locked / (Unlocked)	(true) / false	-	-
Workday2	Tuesday is a normal work day	Locked / (Unlocked)	(true) / false	-	-
Workday3	Wednesday is a normal work day	Locked / (Unlocked)	(true) / false	-	-
Workday4	Thursday is a normal work day	Locked / (Unlocked)	(true) / false	-	-
Workday5	Friday is a normal work day	Locked / (Unlocked)	(true) / false	-	-
Workday6	Saturday is a normal work day	Locked / (Unlocked)	true / (false)	-	-
TSEnabled	Enable the Typing Speed Limit	Locked / (Unlocked)	true / (false)	-	-
TSUnit	Unit to calculate Typing Speed. 0=words per minute, 1=keys per minute, 2=1000 x keys per hour	Locked / ValLock (Unlocked)	0 / (1) / 2	0	2
TSKeysMin	If TSUnit is set to 1, this is the keys per minute Typing Speed limit	Locked / ValLock (Unlocked) / RangeLocked	1 - (450) - 1200	1	1200

User Setting Name	Meaning	Locking	Values	Min	Max
TSCarWord	If TSUnit is set to 0, this is the Characters per word used to calculate words per minute	Locked / ValLock (Unlocked) / RangeLocked	1 - (6) - 10	1	10
TSWarnMonOp	Method to use for warnings on exceeding the Typing Speed limit. 0=Use Sliding Scale, 1=Use Timing Options	Locked / ValLock (Unlocked)	0 / (1)	0	1
TSWarnBar	If TSWarnMonOp=0, this is the Monitoring Level sliding scale	Locked / ValLock (Unlocked) / RangeLocked	(0) - 100	0	100
TSWarnAfter	If TSWarnMonOp=1, warn after typing faster than the limit for this long	Locked / ValLock (Unlocked) / RangeLocked	hh:mm:ss / (00:00:13)	00:00:01	00:10:00
TSWarnDelay	If TSWarnMonOp=1, do not issue another warning for this long after the previous warning	Locked / ValLock (Unlocked) / RangeLocked	hh:mm:ss / (00:10:00)	00:00:05	00:45:00
RecUsageStats	Record the user's computer usage statistics	(Locked) / Unlocked	(true) / false	-	-
RecBreakStats	Record the user's break compliance statistics	(Locked) / Unlocked	(true) / false	-	-
RecSettingStats	Record the user's application settings	(Locked) / Unlocked	(true) / false	-	-
RecKeyStats	Record the user's general keyboard statistics	Locked / (Unlocked)	(true) / false	-	-
RecKeyAllStats	Record the statistics of individual key presses	Locked / (Unlocked)	true / (false)	-	-
RecLaptopStats	Record the user's laptop usage statistics	(Locked) / Unlocked	(true) / false	-	-
RecAppUsageStats	Record Application usage information	Locked / (Unlocked)	(true) / false	-	-
StShowMP	Show the Micropause timer on the Status Panel	Locked / (Unlocked)	(true) / false	-	-
StShowRB	Show the Rest Break timer on the Status Panel	Locked / (Unlocked)	(true) / false	-	-

User Setting Name	Meaning	Locking	Values	Min	Max
StShowDL	Show the Daily Limit timer on the Status Panel	Locked / (Unlocked)	(true) / false	-	-
StShowWL	Show the Weekly Limit timer on the Status Panel	Locked / (Unlocked)	(true) / false	-	-
StshowSpd	Show the typing speed on the Status Panel	Locked / (Unlocked)	true / (false)	-	-
StShowing	Show Status Panel	Locked / (Unlocked)	true / (false)	-	-
OpStatusInFront	Always show the Status Panel as topmost, such as in front of all other windows	Locked / (Unlocked)	(true) / false	-	-
OpScreenSaver	Show Windows screensaver during Rest Break	Locked / (Unlocked)	true / (false)	-	-
ExEnabled	Enable Exercises	Locked / (Unlocked)	(true) / false	-	-
ExPerBreak	Number of exercises displayed per Exercise period	Locked / ValLock (Unlocked) / RangeLocked	1 - (4) - 99	1	99
ExPromptRB	Show exercises during Rest Break	Locked / (Unlocked)	(true) / false	-	-
TTEnabled	Enable Schedule	Locked / (Unlocked)	(true) / false	-	-
MPWarnLevel	See warning levels table below	Locked / ValLock (Unlocked) / RangeLocked	0 / 1 / (2) / 3 / 4 / 5	0	5
RBWarnLevel	See warning levels table below	Locked / ValLock (Unlocked) / RangeLocked	0 / 1 / (2) / 3 / 4 / 5	0	5
DLWarnLevel	See warning levels table below	Locked / ValLock (Unlocked) / RangeLocked	0 / 1 / (2) / 3 / 4 / 5	0	5
WLWarnLevel	See warning levels table below	Locked / ValLock (Unlocked) / RangeLocked	0 / (1) / 2 / 3 / 4 / 5	0	5
TMSoundThemeChoice	Theme sound type. classic=internal speaker, piano=external sound card	Locked / (Unlocked)	(classic) / piano	-	-
DutchLimEnabled	Enforce the Dutch break regulations	Locked / (Unlocked)	true / (false)	-	-

User Setting Name	Meaning	Locking	Values	Min	Max
OpBCIcon	Show the Break Compliance icon in the Windows system tray	Locked / (Unlocked)	(true) / false	-	-
OpWIIIcon	Show the Work Intensity icon in the Windows system tray	Locked / (Unlocked)	(true) / false	-	-
OpBouncelcon	Enable bouncing icon in break alert	Locked / (Unlocked)	(true) / false	-	-
DMEnabled	Enable Desk Mode	Locked / (Unlocked)	(true) / false	-	-
DMDuration	Desk Mode Break duration	Locked / ValLock (Unlocked) / RangeLocked	hh:mm:ss / (00:05:00)	00:00:10	01:00:00
DMIInterval	Interval between Desk Mode Breaks	Locked / ValLock (Unlocked) / RangeLocked	hh:mm:ss / (01:00:00)	00:01:00	04:00:00
DMExercises	Show Exercises during the Desk Mode Break?	Locked / (Unlocked)	true / (false)	-	-
DMStop	Desk-Mode stops each day after this time	Locked / ValLock (Unlocked) / RangeLocked	hh:mm:ss / (18:00:00)	00:00:00	23:59:59
SoundEnabled	Enable WorkPace Sounds	Locked / (Unlocked)	(true) / false	-	-
StShowDM	Show the Desk Mode timer on the Status Panel	Locked / (Unlocked)	(true) / false	-	-
OpBlankScreen	Automatically blank the screen on a Rest Break, Daily Limit and Weekly Limit	Locked / (Unlocked)	(true) / false	-	-
OpSuspendInRemoteSession	Suspend WorkPace when running in a remote session	Locked / (Unlocked)	true / (false)	-	-
OpShowMPTip	Show Tips in Micropause alert Windows	Locked / Unlocked	true / false	-	-
DisplayExerciseVideos	What Method to use to display exercises.	Locked / Unlocked	0 = HD videos 1 = SD videos 2 = Photos	0	2

**Locking of Settings**

In general, each Wellnomics WorkPace user can edit their own settings to determine how often micropauses and rest breaks are recommended or enforced by Wellnomics WorkPace. If a user decides to disable their micropauses or breaks then Wellnomics WorkPace is not going to be as effective as it could be. To counter this it is possible to

lock user settings to particular values, or to limit the range of allowable values that a user may select from.

Type of Lock	Meaning
Locked	<p>A setting that is locked cannot be adjusted directly from its current value by the end user in the WorkPace console.</p> <p>However, this value may be overridden in WorkPace versions 3.0 - 4.0 by running the WorkPace Setup Wizard.</p>
ValLock	<p>The ValLock setting is very similar to the Locked setting above, except that the stated value is unable to be changed in WorkPace versions 3.0 - 4.0 by running the WorkPace Setup Wizard.</p> <p>This ValLock setting is not needed in WorkPace versions 4.1 and onwards, and is handled in exactly the same way as the Locked setting.</p>
Unlocked	<p>A setting that is unlocked is able to be fully adjusted by the end user, but cannot be outside of the built-in minimum and maximum values.</p> <p>Note: Settings that are UnLocked have their values ignored. Therefore you may leave the value setting empty (null):</p> <pre data-bbox="363 1081 1204 1115">&lt;type name = "RBInterval" lock="Unlocked" value="" /&gt;</pre>
RangeLocked	<p>A range lock limits the range of values that a user can adjust a setting to. This allows users to have some degree of control over their parameters without letting them choose values that would make the software ineffective. When using a RangeLocked option please note that you must specify a minimum (min=) and maximum (max=) value, rather than just a single value (value=).</p> <p>For example, the Micropause Interval could be limited to possible values between 3 minutes and 7 minutes 30 seconds, as follows:</p> <pre data-bbox="363 1485 1316 1547">&lt;type name = "MPInterval" lock="RangeLocked" min="00:03:00" max="00:07:30" /&gt;</pre> <p>Note: The min and max values for range locks cannot be outside of the built-in minimum and maximum values.</p>
<i>default</i>	<p>For those settings that support the RangeLocked type of lock, you may specify a value within that range that will be the default starting value for new users (i.e. those users who have not synchronized with the server before). To implement this default value simply add the "default" parameter as in this example:</p> <pre data-bbox="363 1888 1316 1951">&lt;type name = "MPInterval" lock="RangeLocked" min="00:03:00" max="00:07:30" default="00:06:00" /&gt;</pre>

---

**Please note:** The named types of each lock, min and max, and the default parameter are all case sensitive and

must be used in exactly the same case as shown on this page.

**Enforcement Warning Level**

The values of 0 to 5 correspond to the Wellnomics WorkPace warning levels as shown in the following table.

Warning Level Value	Micropause Enforcement	Micropause Comments	Rest Break Enforcement	Rest Break Comments
0	Low (no alerts)	No Alerts	Low (no alerts)	No Alerts
1	Low (alert only)	Can Ignore every Micropause. Alerts stay visible on-screen for approx. 20 seconds prompting user to take a "natural" Micropause. Failure to take the Micropause results in an "ignore".	Low (alert only)	Alerts stay visible on-screen for approx. 30 seconds prompting user to take a "natural" break. Failure to take break results in an "ignore".
2	Medium - Low (alert and insist, ignore allowed)	Once Alert moves to the Insist Stage, the user is locked out from all but the Ignore option. Can Ignore every Micropause.	Medium - Low (alert and insist, ignore allowed)	Can ignore every break, and postpone once per break.
3	Medium (2 ignores allowed)	Once Alert moves to the Insist Stage, the user is locked out from all but the Ignore option. Can't ignore more than 2 Micropauses in a row.	Medium (only 1 ignore allowed)	Can't ignore more than one break in a row, but can postpone once per break.
4	Medium - High (only 1 ignore allowed)	Once Alert moves to the Insist Stage, the user is locked out from all but the Ignore option. Can't ignore more than 1 Micropause in a row.	Medium - High (postpose only)	No ignore, but can postpone once per break.
5	High (ignore disabled)	Once Alert moves to the Insist Stage, the user is locked out. No option to Ignore.	High (ignore disabled)	No ignore or postpone options.

**Please note:** From Wellnomics WorkPace version 4.2 and onwards, the Micropause Alert window does not contain a button labelled "Ignore". Ignoring a Micropause refers to clicking on the "x" button within the Micropause Alert to close the Alert window.

**Tips**

Tips are displayed on both Micropause and Rest Break **Insist** windows (that is, once WorkPace is sure that the user is actually taking a Micropause or Rest Break).

A selection of default tips have been provided for you in both English and Dutch.

Tips Prefix	WorkPace Language
Tips_us	English (US)
Tips_nl	Dutch

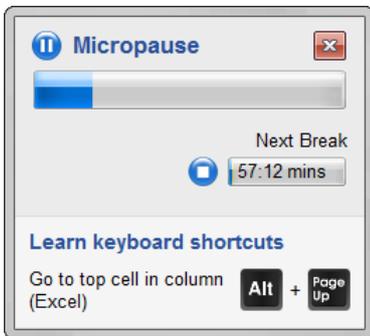
Tips are entered into the BaseGroupSettings.xml file using the following syntax:

```
Tips Prefix { Tip1 Heading | Tip1 Text | Tip1 Keyboard Shortcut } , { Tip2
Heading | Tip2 Text | Tip2 Keyboard Shortcut } ...
```

For example:

```
<s:Tips_us>{ Learn keyboard shortcuts | Go to top cell in column (Excel) |
[alt] + [PageUp] }</s:Tips_us>
```

The above entry would create the following single tip to appear at every WorkPace Micropause and Rest Break.



Notes on the Tips syntax:

- Each tip is enclosed in curly braces { } and separated by a comma.
- The | symbol separates each element of **Heading**, **Text**, and **Keyboard Shortcut** within each tip.
- The **Heading**, **Text**, and **Keyboard Shortcut** are all optional.
- If there is only one element within the curly braces it is treated as the Tip **Text** (i.e. No Heading, and No Keyboard Shortcut).
- If there are two elements within the curly braces the first element is treated as the Tip **Heading** and the second element is treated as the Tip **Text**.
- All three elements must be present for the **Keyboard Shortcut** to appear.
- Keyboard Shortcut keys must be enclosed in square brackets [ ] .
- You may add as many tips as you like.

The Keyboard Shortcut keys that you provide will appear as white text on a black background image of a keyboard key. For example:

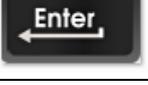
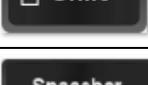
[ctrl] + [p] will appear as 

[alt] + [F] , [s] will appear as 

[F5] will appear as 

Here is a list of all the special function keys that may be used:

Keyboard Shortcut	Key Image
[alt]	

[backspace]	
[blank]	
[ctrl]	
[del]	
[down]	
[end]	
[enter]	
[home]	
[insert]	
[left]	
[menu]	
[pagedown]	
[pageup]	
[right]	
[shift]	
[spacebar]	
[tab]	

[up]	
[win]	

### Language Code

---

The following table lists the language IDs used in the Wellnomics WorkPace translation files.

Language	Sub Language	Wellnomics WorkPace Language ID	Windows Language ID
English	US	us	1033
English	UK	uk	2057
Dutch	-	nl	1043
German	-	de	1031
French	-	fr	1036
Portuguese	-	pt	1046
Spanish	-	es	1034
Norwegian	-	no	1048
Swedish	-	se	29

## Appendix II - Configuration Options

### Calculation of Overall Risk

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There are two ways for calculating Overall Risk:

1. Overall Risk based on any Risk Categories that are known (default).
2. Overall Risk based on (and requiring) All Risk Categories.

By default, the way Wellnomics Risk Management uses to calculate Overall Risk is to make the calculation based only on the risk categories that it knows. In other words, only one risk category need contain a risk value for Wellnomics Risk Management to calculate an Overall Risk.

The second (optional, but perhaps more scientifically valid) way for Wellnomics Risk Management to calculate Overall Risk requires that every risk category contain a known value before the Overall Risk can be calculated. This means that if any of the risk categories is unknown, the Overall Risk will be unknown. This also means that if any additional assessment modules are switched on or activated (by either changing the registration key or by using the Module on On/Off function) everyone's Overall Risk will instantly change to unknown until they complete all additional assessments.

To use the second method, set the value of the field *AlgorithmVersionId\_FK* to **7** in the Wellnomics Database table *WellnomicsData.SystemSettings*, or use the following script:

```
UPDATE [WellnomicsData].[SystemSettings]
SET AlgorithmVersionId_FK = 7
```

To return to the original method, set the value of the field *AlgorithmVersionId\_FK* to **8** in the Wellnomics Database table *WellnomicsData.SystemSettings*, or use the following script:

```
UPDATE [WellnomicsData].[SystemSettings]
SET AlgorithmVersionId_FK = 8
```

### Single Sign-On (Integrated Windows authentication)

---

By default Wellnomics Risk Management uses Windows Authentication to automatically log the user into the Wellnomics Portal Website without requiring the entry of a username or password.

Windows Authentication is a secure form of authentication because the user name and password are encrypted before being sent across the network. The user's browser provides its knowledge of the user's name and password through a cryptographic exchange with your Web server, involving hashing.

For Windows Authentication to be successful, two conditions must be met:

#### Condition #1

The client browser and Web server must have a trusted connection if communicating across different domains.

In a Microsoft Enterprise Network Environment, where users belong to Domain A and the Wellnomics Risk Management Web server belongs to Domain B, Domain B must be told to "Trust" users authenticated by Domain A. This is done through the Active Directory Domains and Trusts console in Windows 2003 Server.

Please see <http://technet.microsoft.com/en-us/library/bb727050.aspx> <http://technet.microsoft.com/en-us/library/bb727050.aspx> for further information on Managing Trusts.

If this condition is not met, the connecting user will be prompted to enter their domain credentials to access this web server, but the web server will not recognize these credentials.

#### Condition #2

The client browser security settings must allow Automatic login for User Authentication when connecting to the Web server.

This is usually the default setting for websites identified as either Local Intranet or Trusted Sites.



The security setting for the zone that the Wellnomics Risk Management Web server is identified as belonging to, must be set to one of the Automatic Logon options in the User Authentication Security Settings as follows.



If this condition is not met then the connecting user will be prompted to enter their domain credentials to access this web server, and as long as condition #1 has been met the logon will be successful.

The authentication mode may be changed from Windows to Forms Authentication, if you wish your users to manually log in through a Login page to supply their email address and password.

The Authentication mode is controlled in the following section of the `web.config` file for the Wellnomics Portal Website.

For Windows Authentication, the default setting is:

```

<!-- Windows Authentication Mode -->
<authentication mode="Windows" />
<!-- Forms Authentication Mode -->
<!--<authentication mode="Forms">
<forms loginUrl="Login.aspx" slidingExpiration="true" timeout="20160"
name="WellnomicsPortalSite.ASPXAUTH">
</forms>
</authentication>-->

```

To configure for Forms Authentication, make these changes:

```

<!-- Windows Authentication Mode -->
<!--authentication mode="Windows" -->
<!-- Forms Authentication Mode -->
<authentication mode="Forms">
<forms loginUrl="Login.aspx" slidingExpiration="true" timeout="20160"
name="WellnomicsPortalSite.ASPXAUTH">
</forms>
</authentication>

```

---

**Please Note:** Under Forms Authentication users will have to browse to the Wellnomics Portal Website and click on the link to Reset my password. This will cause Wellnomics Risk Management to send an automated email to the user with instructions on establishing their logon password.

---

### Appendix III - Controlling the Wellnomics Risk Management Email Service

Within both the Wellnomics IT Administration Website Virtual Directory (we suggested using `WellnomicsAdmin`) and the Wellnomics Portal website Virtual Directory (we suggested using `Wellnomics`) is a control file called `web.config` which may be opened for editing.

Search either of the `web.config` files for the section: `<!-- Email settings -->`

Here you may modify the following setting: `<add key="EmailService" value="on" />`

Setting the `EmailService` value to **"on"** or **"off"** will either enable or prevent the dispatch of emails from the selected web service (IT Administrator Website or Portal Website). **However, when turned on again any queued email messages will be automatically sent.**

### Appendix IV - Email Templates

Within the Wellnomics Portal Website virtual directory (we suggested using the name `Wellnomics`) is a subdirectory called `App_Data`. Within `App_Data` is a further subdirectory called `MessageTemplates`.

The `MessageTemplates` directory contains a series of standard HTML message files used by the Wellnomics Risk Management Software as templates for email messages being sent in response to various system events.

These template files may be modified if necessary to reflect specific company policy, guidelines, legislation or any other general statements related to the content of the message.

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**Note:** Do not modify any of the system metatag markers (surrounded by the characters <%..%>) within any of the template files.

---

Please contact our support department [support@wellnomics.com](mailto:support@wellnomics.com), for further information and technical notes on Email Templates.

## Appendix V - Troubleshooting

### Manual removal of Windows Services

---

In some exceptional circumstances, a previous version of either the Wellnomics Synchronization Service or the Wellnomics HR Import Service may be left installed and running even though there is no entry for it in the Windows Add/Remove Programs section of the Control Panel. In cases such as this, these services must be stopped and manually removed.

Stop the desired service in Start -> Administrative Tools -> Services

Next uninstall the desired service using the Microsoft .Net Framework `InstallUtil.exe` utility, which is usually found in the .Net Framework directory on your server

```
C:\Windows\Microsoft.NET\Framework64\v4.0.x
```

The correct syntax to use is:

```
InstallUtil.exe /u {full path to service executable}
```

Therefore, to manually remove the previous version (version 2.4) of the Wellnomics Synchronization Service you would use the following command:

```
InstallUtil.exe /u C:\Program Files\Wellnomics\Wellnomics Synchronization Service v2.4\WellnomicsSynchronizationService.exe
```

To manually remove the previous version (version 2.4) of the Wellnomics HR Import Service you would use the following command:

```
InstallUtil.exe /u C:\Program Files\Wellnomics\Wellnomics HR Import Service v2.4\WellnomicsService.exe
```

Once you have manually removed any of the Wellnomics Services please also remove the directory (and all contents) that contained that service.

### IIS 6 and ASP.NET 4.0

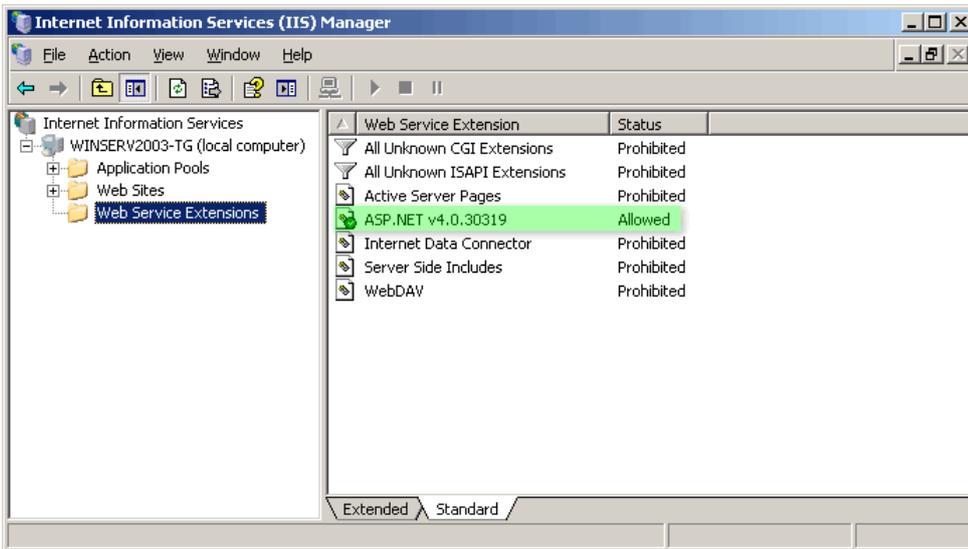
---

In some cases where ASP.NET v4.0 has been installed on your server before IIS 6, IIS 6 may not be correctly configured to use ASP .NET 4.0.

In some situations you may even receive a webpage server error that says "Failed to access IIS metabase."

To verify the current configuration click on the **Web Service Extensions** option in the left side of the Internet Information Services (IIS) Manager screen.

On the right side of the screen please confirm that **ASP.NET v4.0.x** is listed and has a status of **Allowed**.



If ASP.NET v4.0.x is not even listed (but is definitely installed) you will need to navigate to the directory containing the .NET Framework support files (by default C:\Windows\Microsoft.NET\Framework64\v4.0.x) and run the following command:

```
aspnet_regiis -i
```

You may need to restart IIS before ASP.NET v4.0.x is listed in the Web Service Extensions panel. Once it is visible, please select it and then click on the **Allow** button.

### Named Pipes Error when connecting to SQL Server

If you are connecting to and controlling your SQL Server remotely through a method such as remote desktop you may receive the following error message:

An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server) (Microsoft SQL Server, Error: 2)

If this occurs you may enable the connection using the following method:

Please refer to the Disclaimer on page 11 before you proceed.

- Under Programs -> Microsoft SQL Server -> Configuration Tools -> SQL Server Surface Area Configuration
- Select Surface Area Configuration for Services and Connections
- Under MSSQLSERVER -> Database Engine -> Remote Connections
- Set to Local and remote connections -> Using both TCP/IP and named pipes

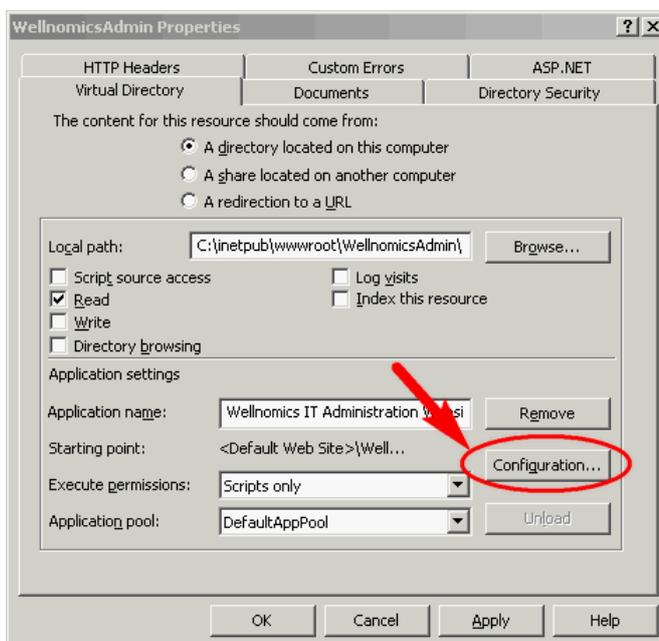
- Click on the Apply button, then OK to the warning screen

### Missing Graphs, No HR Import Progress Bar, and No Menu Mouse-Over

There are several components that are created dynamically by the Wellnomics Risk Management software, to be displayed in the users browser window. That is, these components do not exist as physical files but are created and displayed "on the fly".

Such components include selected graphs, HR Import Progress Bars, and automatically Unrolling Menus when the mouse hovers over the menu title on the screen.

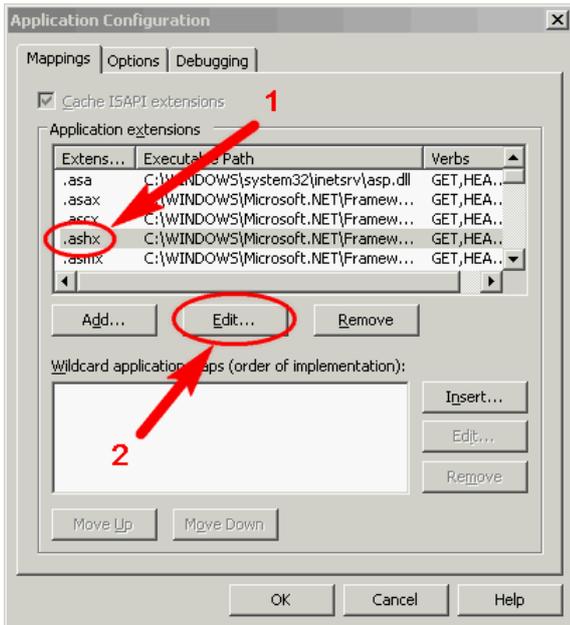
Your IIS server may have been configured to prevent webpage components from being displayed if they do not physically exist. If this is the case then you will need to open the Properties page of each of the two website in IIS, and click on the **Configuration** button.



There are two application extensions for the components we need to allow to display whether they physically exist or not.

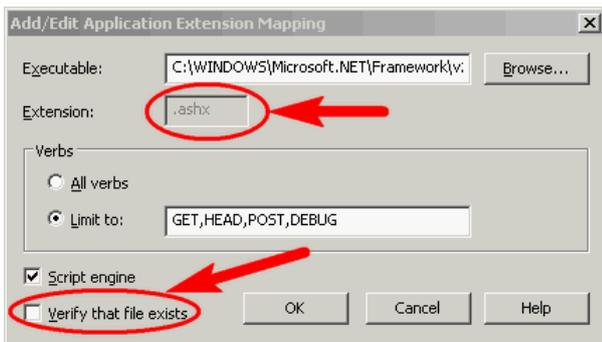
- .ashx
- .axd

Select the correct extension in the **Application extensions** list, and then click on the **Edit** button.



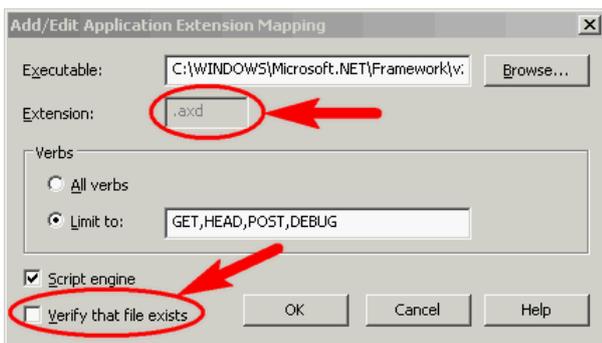
The **Add/Edit Application Extension Mapping** window appears.

Make sure that the `.ashx` extension is indicated and that the tickbox for `Verify that file exists` is NOT ticked.



Click on the **OK** button and this time select the `.axd` extension from the **Application extensions** list.

Make sure that the `.axd` extension is indicated and that the tickbox for `Verify that file exists` is NOT ticked.



## Synchronization Issues

---

WorkPace uses a utility called `wpmessenger.exe` (which is located in the WorkPace installation directory) to handle all communication processes with the Synchronization application on the Wellnomics server.

You may view the progress of the synchronization process in the Communications Log of the WorkPace Console screen.

Please make sure that you add `wpmessenger.exe` to your firewall exception list on local PC or network.

### **WARNING: Failed to connect to the Wellnomics server. Error 'Socket open() failure'**

This is a fairly general error which simply means that WorkPace cannot open a communications socket on the requested server.

There could be a number of reasons for this:

1. The application or the server on which the Wellnomics Synchronization application is running could be down.

Try typing the following URL into a browser on the Wellnomics server itself:

```
http://localhost/Wellnomics_Sync/default.aspx
```

You should receive the message "Wellnomics Synchronization" in your browser window.

2. There may be network problems or security restrictions preventing the WorkPace PC from connecting to the Wellnomics server.

Try typing the following URL into a browser on a PC connected to the same network as the server:

```
http://{Server Name}/Wellnomics_Sync/default.aspx
```

You should receive the message "Wellnomics Synchronization" in your browser window.

3. WorkPace has not been configured to point to the Wellnomics Synchronization application correctly.

Check the file `workpace.ini` in the WorkPace installation directory, and confirm that the correct server parameter has been listed to point WorkPace to your server.

```
Server=http://{Server Name}/wellnomics_sync/default.aspx
```

### **Exception has been thrown by the target of an invocation**

If this error message appears in the communications log for a Wellnomics WorkPace user, it means that the password entered for the SQL user account `WPSync_DAC` was entered incorrectly during the installation of the Wellnomics Synchronization application.

Please edit the file `web.config` in the virtual directory of the Wellnomics Synchronization application and check the `connectionStrings` section:

```
<connectionStrings>
  <clear />
```

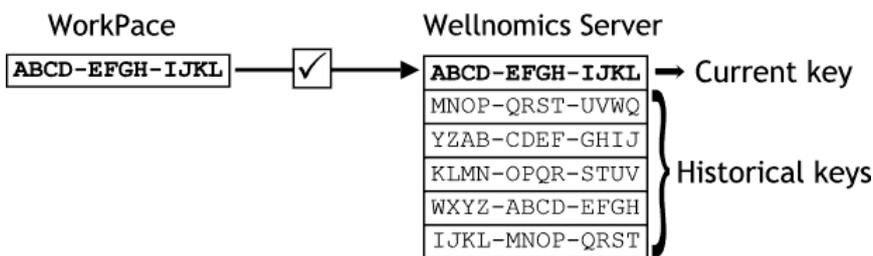
```
<add name="WellnomicsDatabase" providerName="System.Data.SqlClient"
connectionString="Persist Security Info=False; User Id=WPSync_DAC; Initial
Catalog=myDatabase; Password=myPassword;Data Source =mySQLServer;" />
</connectionStrings>
```

Confirm that the User Id, Database Name (Initial Catalog), Password, and SQL Server Name (Data Source) are set correctly.

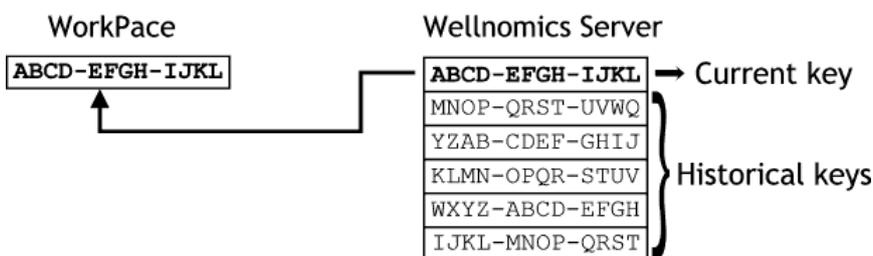
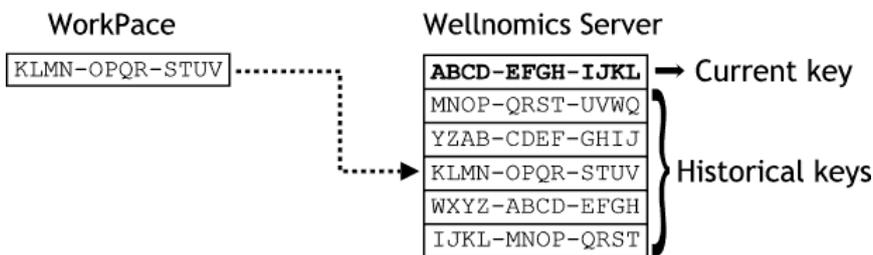
### Registration Key Management

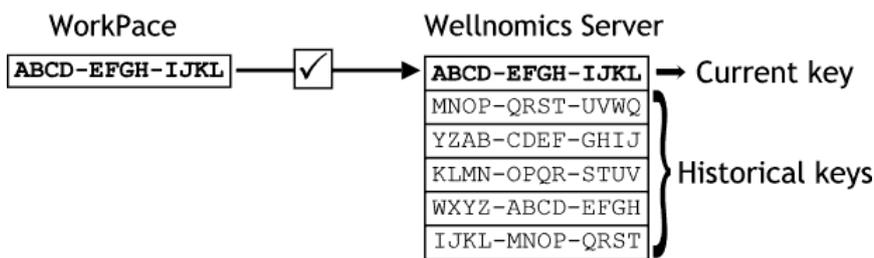
When the Wellnomics WorkPace application communicates with the Wellnomics Risk Management server, one of the first items to be validated is the WorkPace user's registration details. This process involves Wellnomics WorkPace supplying registration details to the server and the server confirming that the registration name and key supplied is either the current server name and key, or that it exists in the server history. If they match, communication is allowed.

Please note that the current key is cached within the Wellnomics Synchronization Application. If a new registration key is added, a restart of the website is required before Wellnomics WorkPace is sent the new key.

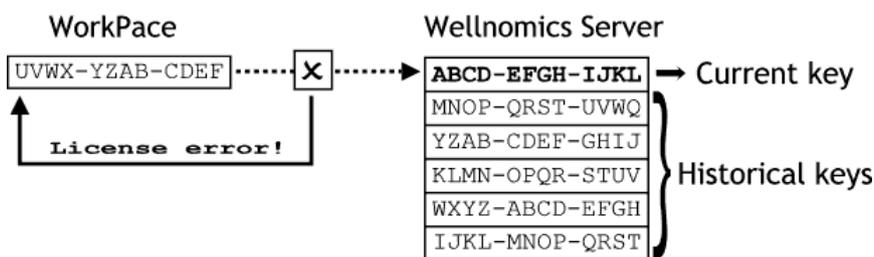


If the Wellnomics WorkPace key matches one of the server's historical keys, the server updates Wellnomics WorkPace with its current key and then communication is allowed. This is a three-part process.





If the Wellnomics WorkPace key does not match with the server's current key or any of the server's historical keys, the server sends a License Error message to Wellnomics WorkPace and communication is denied.



### Appendix VI - Moving a WRM Database to a new SQL Server

Perform a Full Backup of the Wellnomics Database (using the Back Up Database function of SQL Server Management Studio).

SQL Server->Databases->(Right-click on Wellnomics)->Tasks->Back Up

Restore the Wellnomics Database backup (using the Restore Database function of SQL Server Management Studio) onto the new SQL Server.

SQL Server->(Right-click on Databases)->Restore Database

Unfortunately, the Data Access Client accounts (WNP\_DAC, WPSync\_DAC, and HRImport\_DAC) do not survive the backup-restore process very well so each of these accounts must be removed and manually recreated. Remove these accounts from:

SQL Server->Databases->Wellnomics->Security->Users

SQL Server->Security->Logins

Once deleted, re-create each of the accounts through SQL Server->Security->Logins, ensuring that each of the passwords are correctly entered, no password policies are enabled, default database is set to Wellnomics, and default language is set to English. Then link the Login through the Wellnomics database (Databases->Wellnomics->Security->Users) and use the User Mapping page to ensure that the following role memberships are selected for the following Logins:

WNP\_DAC [WellnomicsCalculator] and [WellnomicsEditor]

WPSync\_DAC [WellnomicsCalculator] and [WorkPaceSynchronisation]

HRImport\_DAC [WellnomicsImporter]

Ensure that the default Database Schema is set to "dbo".

### Appendix VII - Migrating Wellnomics WorkPace Users to Wellnomics Risk Management

Only Wellnomics WorkPace versions 3.4x or later are compatible with Wellnomics Risk Management.

The registration key used by Wellnomics WorkPace must match with one of the license keys entered into the

Wellnomics Risk Management Software before it will be able to connect successfully.

There are two alternative methods that may be used to migrate your current Wellnomics WorkPace users so that they may synchronize with a Wellnomics Risk Management Software server.

1. Re-install Wellnomics WorkPace over the top of any pre-existing installation (this will actually upgrade the Wellnomics WorkPace installation) with a Wellnomics registration key and setup parameters that point it to the Wellnomics Risk Management Software server.
2. Manually modify the Wellnomics WorkPace configuration file and copy the registration file onto each user's PC (this requires that Wellnomics WorkPace version 3.4x or later is installed on each user's PC).

### Re-installing Wellnomics WorkPace

---

If the Wellnomics WorkPace users within your organization are currently on an older version of the software, or if Wellnomics WorkPace is not actually installed yet it is recommended that you use the Wellnomics WorkPace Auto-Installer to create a new installation/upgrade package to be deployed to all of your users.

A Wellnomics WorkPace Auto-Installer package contains the Wellnomics WorkPace software application itself plus all the settings and options that are normally selected manually during the installation process.

Please refer to the Wellnomics WorkPace IT Installation Guide for further information on using the Wellnomics WorkPace Auto-Installer.

### Modifying the Wellnomics WorkPace settings manually

---

If the Wellnomics WorkPace users within your organization are currently on version 3.4x or greater of the software, you may manually modify their settings so that Wellnomics WorkPace connects to a Wellnomics Risk Management server.

---

**Please note:** Although this option is a simple settings file change, this will need to be performed on each and every PC that you wish to connect to the Wellnomics Risk Management server. It may be an easier option to follow the instructions in the previous section and simply re-install Wellnomics WorkPace complete with its new set of configuration settings.

---

When Wellnomics WorkPace is installed on a user's PC the file `WorkPace.ini` (located by default in the directory `C:\Program Files\Wellnomics WorkPace`) is configured to hold certain settings and values that determine the way in which WorkPace behaves. The table below indicates that not every setting is used in each installation type:

Setting	Description	Local Installation	Network Installation	Wellnomics Risk Management
UserFileConfig	Type of WorkPace installation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UserFileDir	Location of the User's WorkPace data file on the local PC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CentralDir	Location of the Central Network directory		<input checked="" type="checkbox"/>	
SysAdDir	Location of Network System Administrator directory		<input checked="" type="checkbox"/>	
Proxy	Proxy settings needed for server access			<input checked="" type="checkbox"/>
Server	URL to the Wellnomics synchronization page			<input checked="" type="checkbox"/>

Please refer to the Wellnomics WorkPace IT Administration Guide for further information on these settings.

Below are two examples of the `WorkPace.ini` file in a Local and Network installation of Wellnomics WorkPace:

#### Local (Home/Small Office)

```
[workpace]
UserFileConfig=    Local
UserFileDir=       $LocalAppData\Wellnomics\WorkPace
```

#### Network (larger company, central administration)

```
[workpace]
UserFileConfig=    NetworkCentral
UserFileDir=       $LocalAppData\Wellnomics\WorkPace
CentralDir=        \\HSServer3\Data\WorkPace\wpcentral
SysAdDir=          \\HSServer3\Data\WorkPace\wpcentral\sadmin
```

Below is an example of the `WorkPace.ini` file in a Wellnomics Risk Management installation of Wellnomics WorkPace:

#### Wellnomics Server (Enterprise, contact reseller)

```
[workpace]
UserFileConfig=    NetworkInternet
UserFileDir=       $LocalAppData\Wellnomics\WorkPace
[server]
Proxy=             AutoDetect
Server=            http://wellserver/wellnomics_sync/default.aspx
```

With the current settings Wellnomics WorkPace will maintain a local copy of the user's data file in the location `$LocalAppData\Wellnomics\WorkPace`

`$LocalAppData` is a Windows system variable that defines a unique local directory specific to the user logged into Windows. For example: `C:\Documents and Settings\John Smith\Local Settings\Application Data`

The `Proxy=` setting may be set to `AutoDetect` (automatically detect the proxy settings), or left blank to tell WorkPace to attempt to connect to the Wellnomics Risk Management server directly.

---

**Please note:** When migrating an installation of WorkPace that has been configured using the Central Network method to a Wellnomics Risk Management environment, you may receive a warning that WorkPace cannot access `sysadmin.ini`. If this occurs, please copy `sysadmin.ini` from the `sysadmin` subdirectory of the Central Network folder to the `..\Program Files (x86)\Wellnomics WorkPace\System` directory and restart WorkPace.

---

## Windows 2008R2 Server Roles and Services Reference

### Application Server

#### System Services

Display Name	Service Name	Status	Startup Type	Monitor
Windows Process Activation Service	WAS	Running	Manual	No

#### Role Services

Role Service	Status
.NET Framework 3.5.1	Installed
Web Server (IIS) Support	Not installed
COM+ Network Access	Not installed
TCP Port Sharing	Not installed
Windows Process Activation Service Support	Not installed
HTTP Activation	Not installed
Message Queuing Activation	Not installed
TCP Activation	Not installed
Named Pipes Activation	Not installed
Distributed Transactions	Not installed
Incoming Remote Transaction	Not installed
Outgoing Remote Transactions	Not installed
WS-Atomic Transactions	Not installed

### Web Server (IIS)

#### System Services

Display Name	Service Name	Status	Startup Type	Monitor
Application Host Helper Service	APPHOSTSVC	Running	Auto	Yes
ASP .NET State Service	aspnet_state	Stopped	Manual	No
IIS Admin Service	IISADMIN	Running	Auto	Yes
Windows Process Activation Service	WAS	Running	Manual	No
World Wide Web Publishing Service	W3SVC	Running	Auto	Yes

#### Role Services

Role Service	Status
Web Server	Installed
Common HTTP Features	Installed

Static Content	Installed
Default Document	Installed
Directory Browsing	Installed
HTTP Errors	Installed
HTTP Redirection	Not Installed
WebDAV Publishing	Not Installed
Application Development	Installed
ASP.NET	Installed
.NET Extensibility	Installed
ASP	Installed
CGI	Not Installed
ISAPI Extensions	Installed
ISAPI Filters	Installed
Server Side Includes	Installed
Health and Diagnostics	Installed
HTTP Logging	Installed
Logging Tools	Not Installed
Request Monitor	Installed
Tracing	Not Installed
Custom Logging	Not Installed
ODBC Logging	Not Installed
Security	Installed
Basic Authentication	Installed
Windows Authentication	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
IP and Domain Restrictions	Not Installed
Performance	Installed
Static Content Compression	Installed
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	Installed
IIS 6 Metabase Compatibility	Installed

IIS 6 WMI Compatibility	Installed
IIS 6 Scripting Tools	Installed
IIS 6 Management Console	Installed
FTP Server	Not Installed
FTP Service	Not Installed
FTP Extensibility	Not Installed
IIS Hostable Web Core	Not Installed

### All Roles and Features

Name	Type	Path
Application Server	Role	Application Server
Basic Authentication	Role Service	Web Server (IIS)\Web Server\Security\Basic Authentication
Windows Authentication	Role Service	Web Server (IIS)\Web Server\Security\Windows Authentication
Request Filtering	Role Service	Web Server (IIS)\Web Server\Security\Request Filtering
WoW64 Support	Feature	WoW64 Support
Windows PowerShell	Feature	Windows PowerShell
Windows PowerShell ISE	Feature	Windows PowerShell\Windows PowerShell ISE
Windows PowerShell 2.0 Engine	Feature	Windows PowerShell\Windows PowerShell 2.0 Engine
Windows PowerShell 4.0	Feature	Windows PowerShell\Windows PowerShell 4.0
.NET Framework 4.5 Features	Feature	.NET Framework 4.5 Features
.NET Framework 4.5	Feature	.NET Framework 4.5 Features\.NET Framework 4.5
WCF Services	Feature	.NET Framework 4.5 Features\WCF Services
TCP Port Sharing	Feature	.NET Framework 4.5 Features\WCF Services\TCP Port Sharing
ASP.NET 4.5	Feature	.NET Framework 4.5 Features\ASP.NET 4.5
.NET Framework 3.5 Features	Feature	.NET Framework 3.5 Features
.NET Framework 3.5 (includes .NET 2.0 and 3.0)	Feature	.NET Framework 3.5 Features\.NET Framework 3.5 (includes .NET 2.0 and 3.0)
User Interfaces and Infrastructure	Feature	User Interfaces and Infrastructure
Server Graphical Shell	Feature	User Interfaces and Infrastructure\Server Graphical Shell
Graphical Management Tools and Infrastructure	Feature	User Interfaces and Infrastructure\Graphical Management Tools and Infrastructure
File and Storage Services	Role	File and Storage Services
Security	Role Service	Web Server (IIS)\Web Server\Security
HTTP Logging	Role Service	Web Server (IIS)\Web Server\Health and Diagnostics\HTTP Logging
Health and Diagnostics	Role Service	Web Server (IIS)\Web Server\Health and Diagnostics
Server Side Includes	Role Service	Web Server (IIS)\Web Server\Applications Development\Server Side Includes
.NET Framework 4.5	Role Service	Application Server\.NET Framework 4.5

Web Server (IIS)	Role	Web Server (IIS)
Management Tools	Role Service	Web Server (IIS)\Management Tools
IIS Management Console	Role Service	Web Server (IIS)\Management Tools\IIS Management Console
IIS 6 Management Compatibility	Role Service	Web Server (IIS)\Management Tools\IIS 6 Management Compatibility
IIS 6 Metabase Compatibility	Role Service	Web Server (IIS)\Management Tools\IIS 6 Metabase Compatibility
IIS 6 WMI Compatibility	Role Service	Web Server (IIS)\Management Tools\IIS 6 WMI Compatibility
Web Server	Role Service	Web Server (IIS)\Web Server
Performance	Role Service	Web Server (IIS)\Web Server\Performance
Storage Services	Role Service	File and Storage Services\Storage Services
Static Content Compression	Role Service	Web Server (IIS)\Web Server\Performance\Static Content Compression
Static Content	Role Service	Web Server (IIS)\Web Server\Common HTTP Features\Static Content
Default Document	Role Service	Web Server (IIS)\Web Server\Common HTTP Features\Default Document
Directory Browsing	Role Service	Web Server (IIS)\Web Server\Common HTTP Features\Directory Browsing
HTTP Errors	Role Service	Web Server (IIS)\Web Server\Common HTTP Features\HTTP Errors
Application Development	Role Service	Web Server (IIS)\Web Server\Application Development
ASP.NET 4.5	Role Service	Web Server (IIS)\Web Server\Application Development\ASP.NET 4.5
.NET Extensibility 4.5	Role Service	Web Server (IIS)\Web Server\Application Development\.NET Extensibility 4.5
ISAPI Extensions	Role Service	Web Server (IIS)\Web Server\Application Development\ISAPI Extensions
ISAPI Filters	Role Service	Web Server (IIS)\Web Server\Application Development\ISAPI Filters
Common HTTP Features	Role Service	Web Server (IIS)\Web Server\Common HTTP Features
SMB 1.0/CIFS File Sharing Support	Feature	SMB 1.0/CIFS File Sharing Support

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