

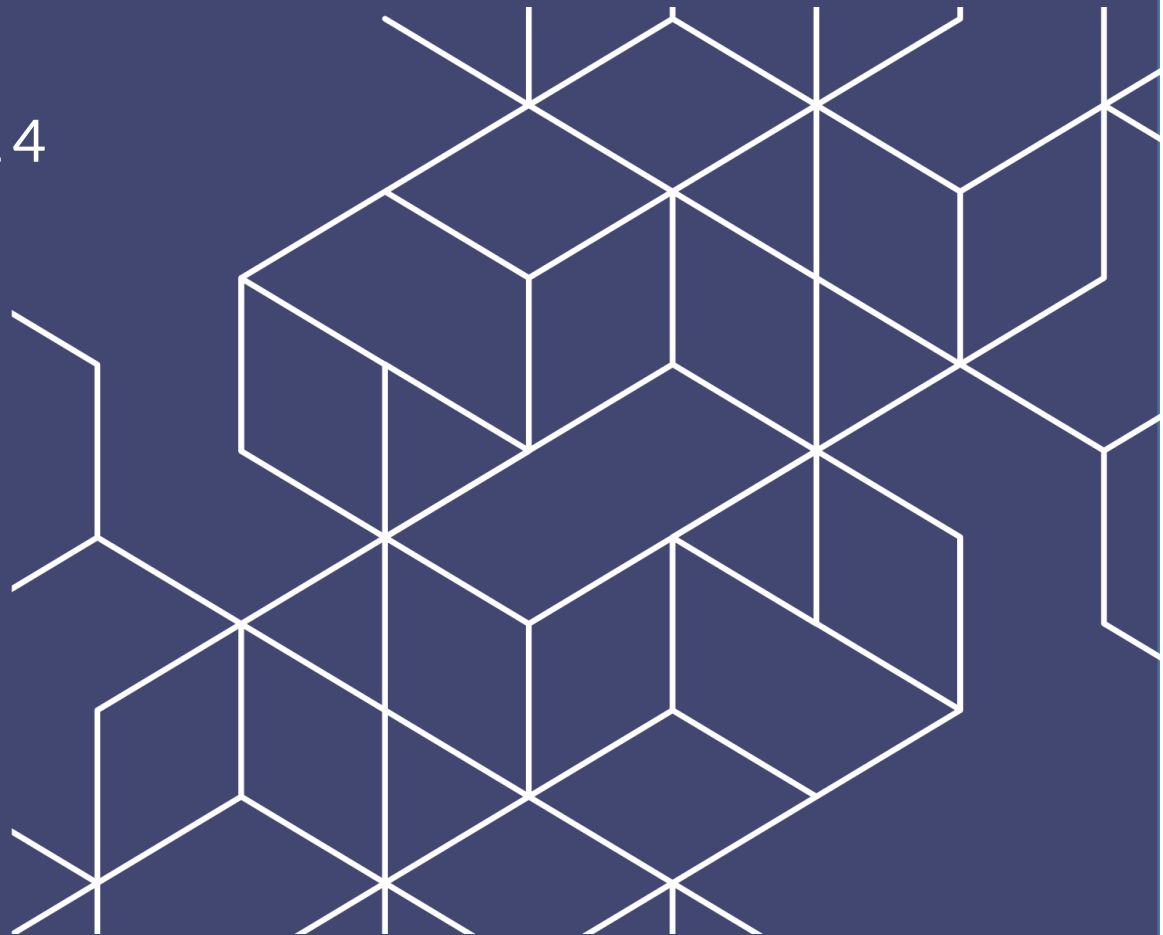
# eCAGE



## Application Installation Manual

v11.3.0

May 2024



# eCASE 11.3.0 Application Installation Manual

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# 1 Introduction

In this installation manual, you will receive step-by-step instructions on how to install eCASE. If you are a Windows System Administrator, this manual was primarily written with you in mind. However, if you instead hold one of the IT positions listed below, or perform duties related to one or more of those IT positions, then this manual is also intended for you.

- Database Administrator
- Development Manager
- IT Technical Writer
- IT Project Manager
- Software Engineer
- Software Tester

A major goal of the *eCASE Installation Manual* — in addition to guiding you through a successful installation — is to provide supplemental information in appendices about eCASE that you will find useful and time saving.

This document does not cover the System Requirements, we strongly recommend that you review System Requirements document before installation to understand about eCASE deployment architecture and server requirements. The system requirements for the required servers referred in this document are explained in System Requirements document.

## 1.1 Scope

The information presented in this manual covers how to install eCASE Version 11.1.0, onto the Application Server in a Windows Server, Network Operating System (NOS) environment. Given that certain components are essential in completing the installation, topics covered include the following:

- Configuring the database server for use with eCASE
- Configuring the file repository server for use with eCASE

This manual does not provide instructions about installing Windows Server NOS. For installation details, please consult the appropriate Windows Server installation documentation, or your software vendor.



## 1.2 Overview

eCASE is a robust, web application that helps organizations to create case management applications through low code approach. In other words, eCASE helps organizations to automate their business processes by automating the entire lifecycle of a workflow, a process referred to as a case.

## 1.3 References

The following resources are used as references in preparing this manual:

- eCASE System Requirements Manual
- eCASE Prerequisites Installation Manual

## 1.4 Installation Prerequisites

Ensure the following software applications are installed on the server on which you plan to install eCASE:

- .NET Framework version 4.8
- IIS version 8.5 or later

Ensure that the SMTP server is configured, so that emails can be relayed to intranet and internet domains.

### (!!) Notes:

- Although you can install eCASE web application, eCASE Admin application, the database, file repository and the scheduler service on the same server, distributing them on separate servers is highly recommended due to their processing demands on the CPU. This installation approach helps eCASE and its essential components to achieve higher levels of performance. Please refer to System Requirements document to understand about eCASE deployment Architecture.
- For information about how to determine which .NET Framework is installed on your server, direct your web browser to the following URL:

[https://msdn.microsoft.com/en-us/library/hh925568\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/hh925568(v=vs.110).aspx)

- For information about downloading and installing .NET Frameworks, direct your web browser to the following URL:

[https://msdn.microsoft.com/en-us/library/5a4x27ek\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/5a4x27ek(v=vs.110).aspx)



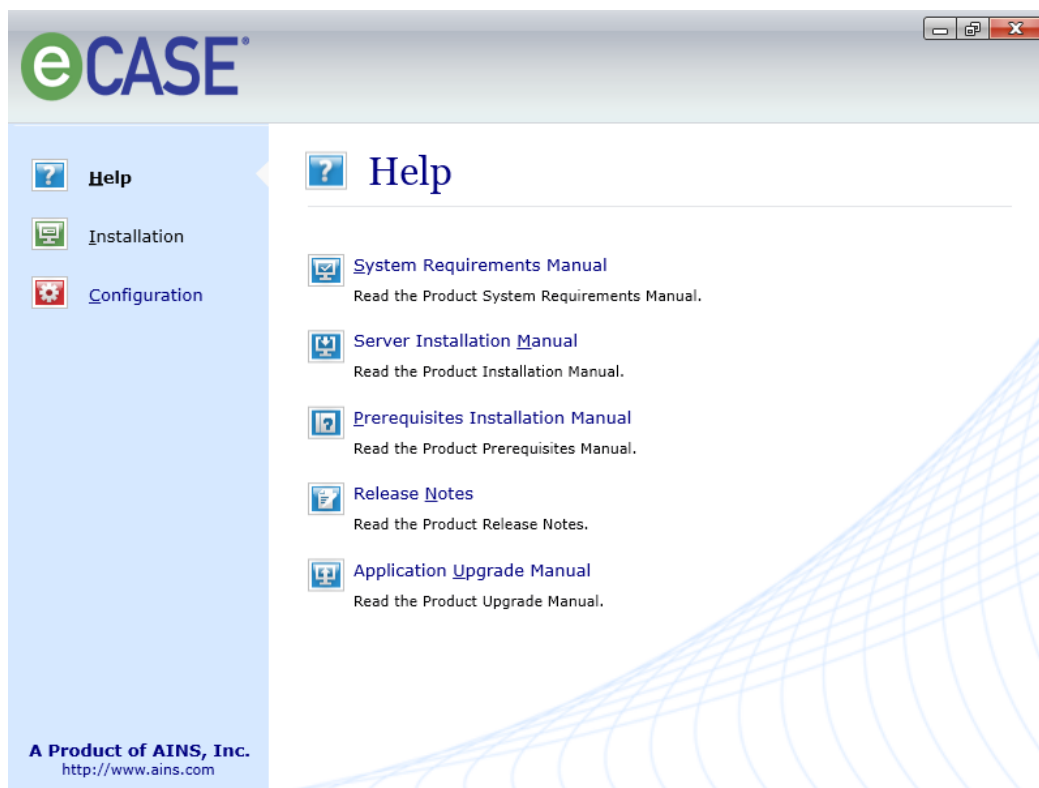
## 2 Step 1: Creating the SQL Server Database

This section guides you step-by-step through the process of creating a database for use with eCASE. Before you install eCASE, complete the steps in this section.

The type of database you will create in this section for use with eCASE is a SQL Server Database. Follow the step-by- step procedures outlined below to create the database.

To create the SQL Server Database:

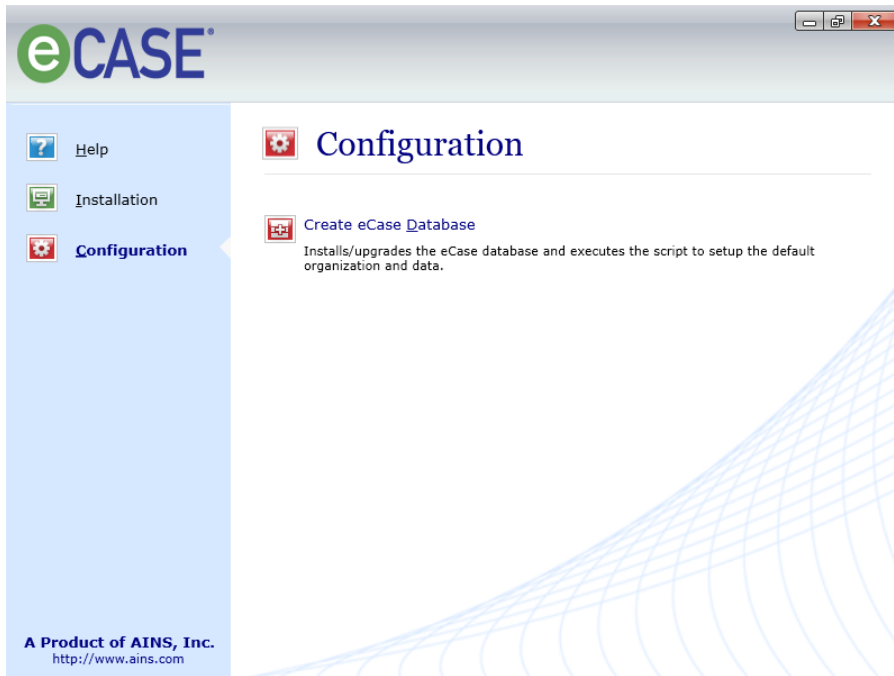
1. Double-click the **eCASE** folder, and then double click the **Server** folder.
2. Right-click the **Setup.exe** file, and then click **Run as administrator** on the shortcut menu.
3. The *Help Window* displays. Click **Configuration** to setup the database.



4. On the task panel of the eCASE *Configuration* window, click **Create eCASE Database**, and then click **SQL Server** on the short-cut menu.



## Step 1: Creating the Database



5. In the **eCASE Database Server** dialog box, type the license key in the **License Key** box (if this box is empty), and then click **Continue**.

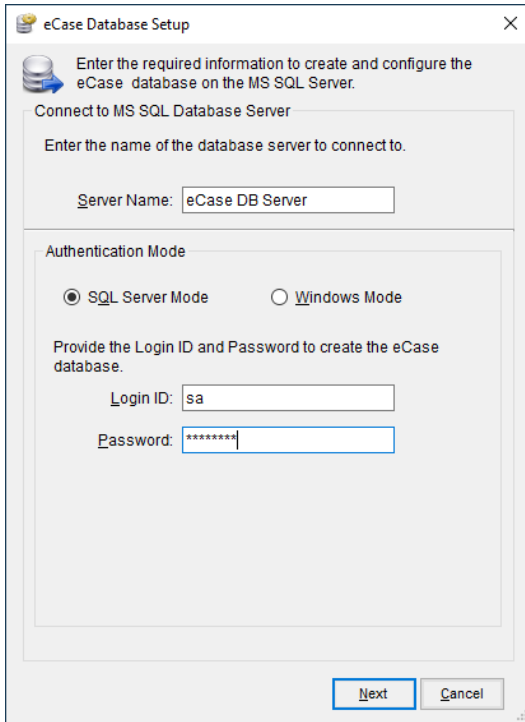
**(!!) Note: The license key is in a file included with the set up CD. If this file is in the same folder as the Setup.exe file, the license key will be entered into the License Key box automatically.**

6. In the **eCASE Database Setup** dialog box, do the following:
  - a. Type the server name in the **Server Name** box.
  - b. Under **Authentication Mode**, ensure **SQL Server Mode** (default) is checked.
  - c. Type your SQL Server login ID in the **Login ID** box, and then type password in the **Password** box.
  - d. The SQL Server Login ID is required to have permissions either to create new database for eCASE or get the list of databases to select a blank database for eCASE.
7. Click **Next**.





## Step 1: Creating the Database



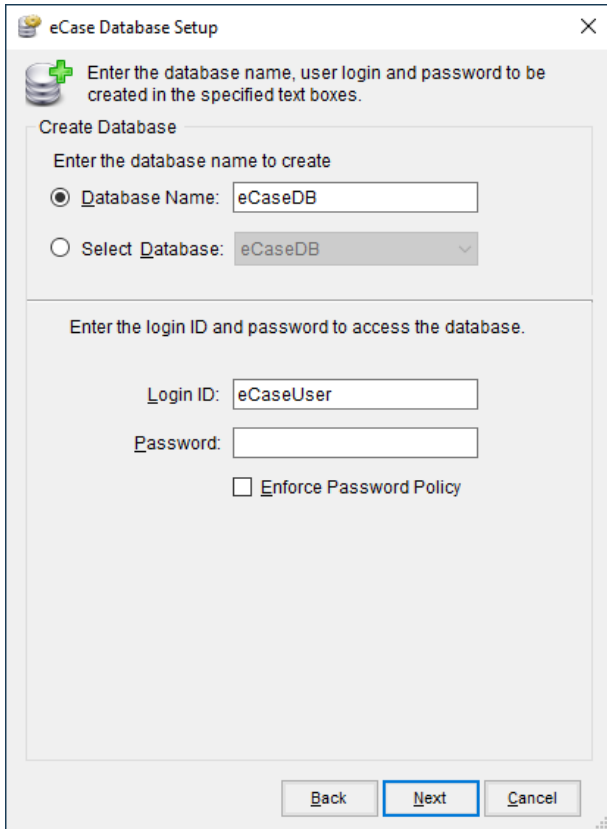
The image shows a Windows-style dialog box titled "eCase Database Setup". It contains the following elements:

- A header section with a database icon and the text: "Enter the required information to create and configure the eCase database on the MS SQL Server."
- A section titled "Connect to MS SQL Database Server" with the instruction: "Enter the name of the database server to connect to."
- A text input field labeled "Server Name:" containing the text "eCase DB Server".
- An "Authentication Mode" section with two radio buttons: "SQL Server Mode" (which is selected) and "Windows Mode".
- A section titled "Provide the Login ID and Password to create the eCase database." with two text input fields:
  - "Login ID:" containing the text "sa".
  - "Password:" containing a series of asterisks "\*\*\*\*\*".
- At the bottom right, there are two buttons: "Next" and "Cancel".

8. If you are creating a new database, do the following:
  - a. Select "Database Name" option and enter the database name
  - b. Enter the SQL Server Login ID/Password created and assigned as database owner for new database.
  - c. Check the Configure Repository check box.
  - d. Click **Next**.



## Step 1: Creating the Database



The image shows a Windows-style dialog box titled "eCase Database Setup". It contains instructions to enter database name, user login, and password. The "Create Database" section has two options: "Database Name" (selected) with a text box containing "eCaseDB", and "Select Database" (unselected) with a dropdown menu showing "eCaseDB". The "Enter the login ID and password" section has a "Login ID" text box with "eCaseUser", an empty "Password" text box, and an unchecked "Enforce Password Policy" checkbox. At the bottom are "Back", "Next" (highlighted with a blue border), and "Cancel" buttons.

eCase Database Setup

Enter the database name, user login and password to be created in the specified text boxes.

Create Database

Enter the database name to create

☒ Database Name: eCaseDB

☐ Select Database: eCaseDB

Enter the login ID and password to access the database.

Login ID: eCaseUser

Password:

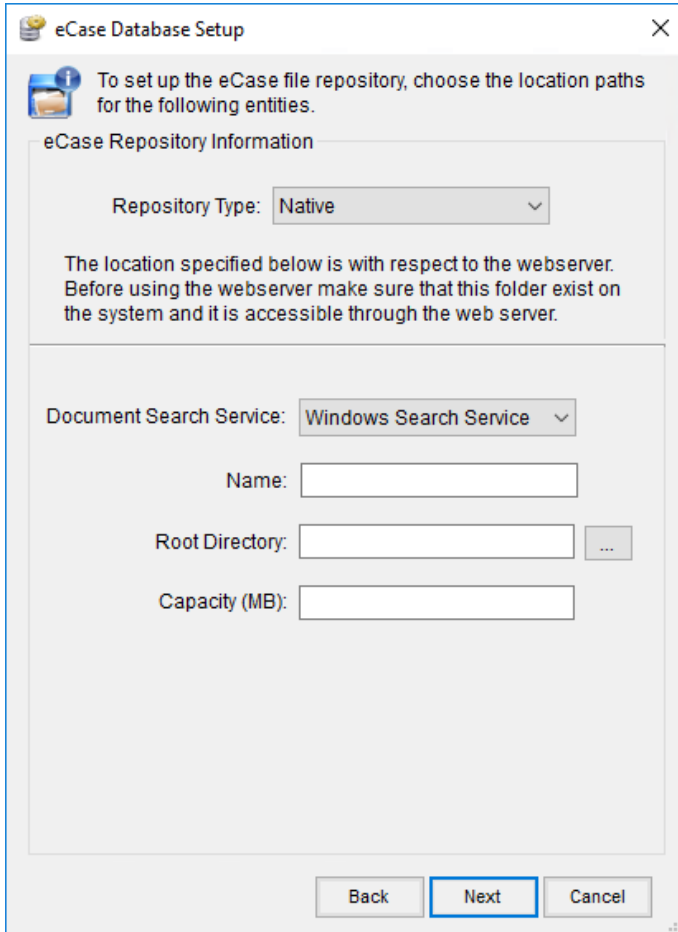
☐ Enforce Password Policy

Back Next Cancel

9. If you are using an existing blank database, do the following:
  - a. Use the *Select Database* drop-down menu to select a blank database created by your DBA.
  - b. Click **Next** to configure Repository.
10. Please select Repository Type: **Native** or **SharePoint**.



## Step 1: Creating the Database

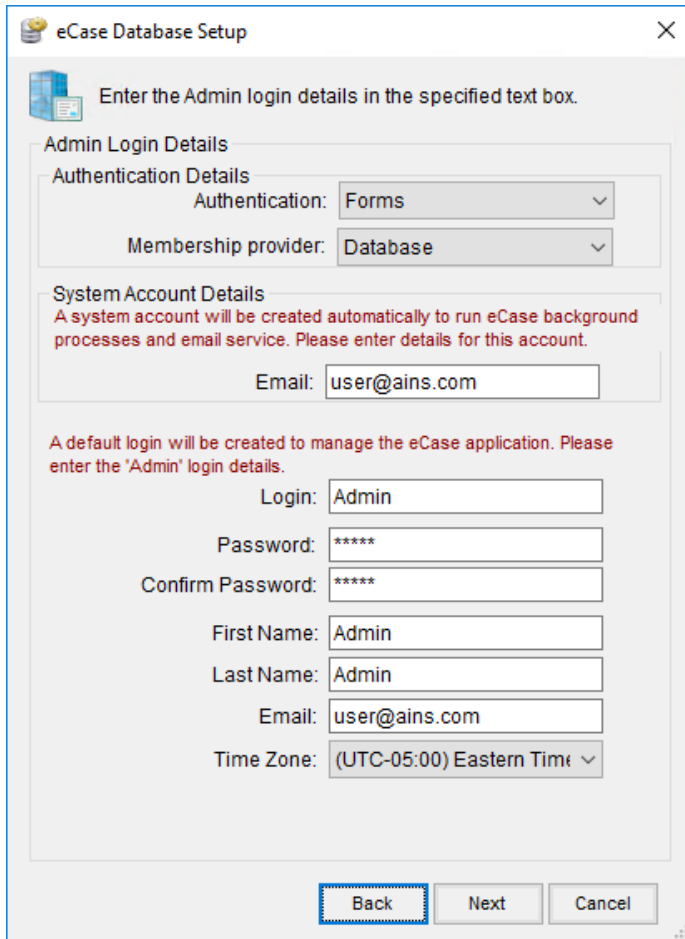


The image shows a Windows-style dialog box titled "eCase Database Setup". It contains a message: "To set up the eCase file repository, choose the location paths for the following entities." Below this is a section titled "eCase Repository Information". Inside this section, there is a "Repository Type:" label followed by a dropdown menu currently showing "Native". Below the dropdown is a note: "The location specified below is with respect to the webserver. Before using the webserver make sure that this folder exist on the system and it is accessible through the web server." Further down is a "Document Search Service:" label followed by a dropdown menu showing "Windows Search Service". Below this are three input fields: "Name:" (empty), "Root Directory:" (empty, with a browse button "..."), and "Capacity (MB):" (empty). At the bottom of the dialog are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

11. Select Document Search Service option for Native Repository.
  - a. If **Windows Search Service** selected, you have to install Windows Search Service on eCASE Application server and Repository root directory location should be configured on eCASE Application Server in local drive (For example, D:\DMS).
  - b. If **eCASE Search Service** selected, Repository root directory location can be local or a network location (For example, remote file repository location on Server\_Name01 will be configured as, \\Server\_Name01\DMS)
12. Enter the File Storage Area **Name**, **Root Directory** (local drive or network location as described above) and **Capacity** in MB. If Root Directory is:
  - a. **Local Path**: Install eCASE Scheduler on eCASE Application Server when eCASE Search Service selected.
  - b. **UNC Path**: Install eCASE Scheduler either on eCASE Application Server or on a different server. Configure the service with a domain user account and set the **Read**, **List Folder Contents**, **Read & Execute** permissions to Repository location. To configure eCASE Scheduler Service user account refer the eCASE Scheduler Configuration topic.
13. Click **Next** to Configure eCASE Authentication and System Account details.



## Step 1: Creating the Database



The image shows a Windows-style dialog box titled "eCase Database Setup". It contains two main sections: "Admin Login Details" and "System Account Details".

**Admin Login Details:**

- Authentication Details:** A dropdown menu for "Authentication" is set to "Forms".
- Membership provider:** A dropdown menu is set to "Database".

**System Account Details:**

A system account will be created automatically to run eCase background processes and email service. Please enter details for this account.

Email:

A default login will be created to manage the eCase application. Please enter the 'Admin' login details.

Login:

Password:

Confirm Password:

First Name:

Last Name:

Email:

Time Zone:

At the bottom are three buttons: "Back", "Next", and "Cancel". The "Back" button is highlighted with a blue border.

Field Name	Description
eCASE Login Mode	<p>Forms – Standard level of access for the eCASE application; this is the default option.</p> <p>Single Sign On – Allows the user to automatically log into eCASE without prompting for credentials.</p> <p>eAuthentication – An authentication service provided by a proxy/remote server to other distributed servers, on the internet or an intranet; users must submit requests to obtain login/logout credentials.</p>



## Step 1: Creating the Database

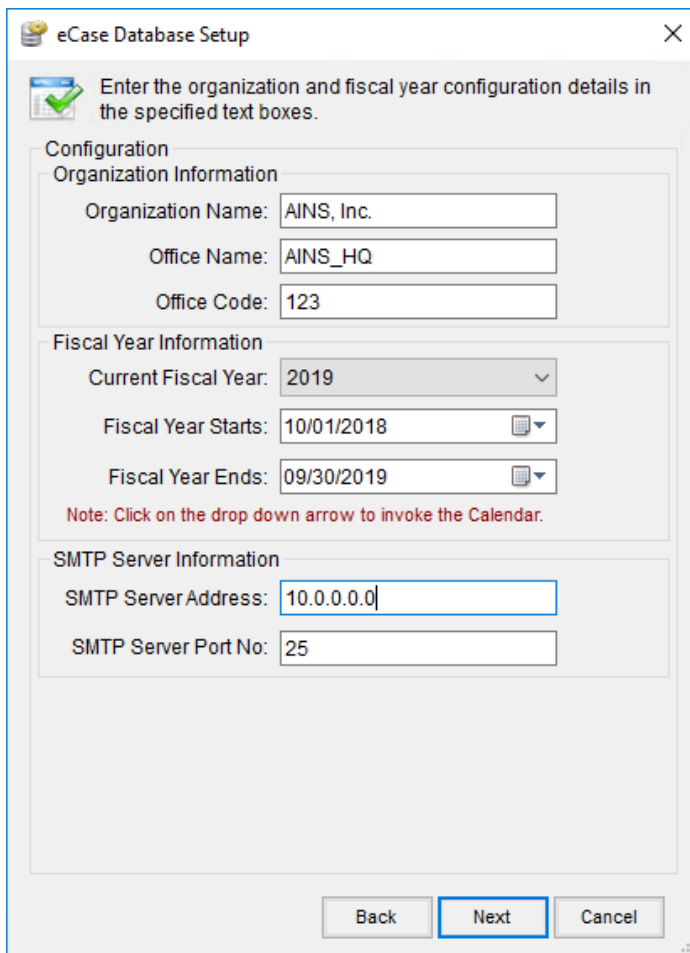
Field Name	Description
<b>Membership Provider</b>	<p>Database – Login credentials will be stored in the eCASE database; this is the default option.</p> <p>LdapMembershipProvider – Login credentials will be stored and verified by the LDAP server; this option must coincide with the Portal application.</p>
<b>Login</b>	The unique identifier that verifies the Admin user's identity; this system administrator user manages the eCASE application.
<b>Password</b>	The security credential associated with the Admin user to gain access to the application.
<b>Confirm Password</b>	Same as above.
<b>First Name</b>	The first name of the Admin user.
<b>Last Name</b>	The surname of the Admin user.
<b>Email</b>	The email address for the Admin user.
<b>Time Zone</b>	The region that has a uniform standard time; the current time zone is selected by default.
<b>LDAP Server Name</b>	The name of the LDAP server.
<b>Service User Name</b>	The identifier given to a user that has access to the LDAP server entered as Server name/User Name.
<b>Service User Password</b>	The security credential associated with the Service User.



## Step 1: Creating the Database

Field Name	Description
Domain	The name of the IP resource to access the database server.
eAuthentication ID	An electronic authentication identifier for the Admin user; the user must submit a request to obtain an ID.
eAuthentication Log Out URL	A URL that logs out an authenticated user from the server with the specified callback method and user state; the user must submit a request to obtain the web address.

14. In the **Organization and fiscal year configuration details** dialog box, fill out the boxes with the requested information, and then click **Next**.

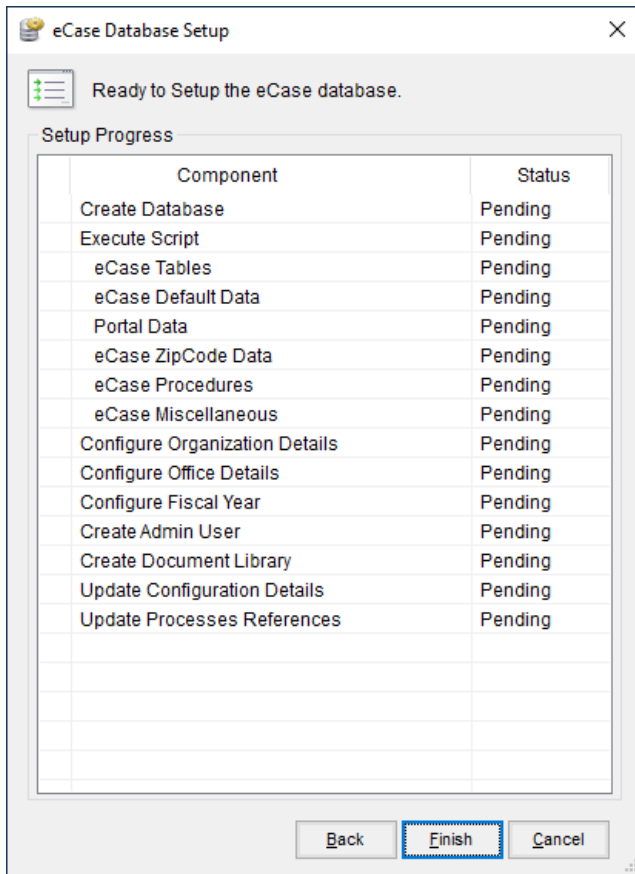


The screenshot shows the 'eCase Database Setup' dialog box. It has a title bar with a close button. Below the title bar is a green checkmark icon and the text: 'Enter the organization and fiscal year configuration details in the specified text boxes.' The dialog is divided into three sections: 'Configuration', 'Fiscal Year Information', and 'SMTP Server Information'. The 'Configuration' section contains 'Organization Information' with fields for 'Organization Name' (filled with 'AINS, Inc.'), 'Office Name' (filled with 'AINS\_HQ'), and 'Office Code' (filled with '123'). The 'Fiscal Year Information' section contains 'Current Fiscal Year' (a dropdown menu showing '2019'), 'Fiscal Year Starts' (a date field showing '10/01/2018' with a calendar icon), and 'Fiscal Year Ends' (a date field showing '09/30/2019' with a calendar icon). Below these is a red note: 'Note: Click on the drop down arrow to invoke the Calendar.' The 'SMTP Server Information' section contains 'SMTP Server Address' (filled with '10.0.0.0') and 'SMTP Server Port No.' (filled with '25'). At the bottom are three buttons: 'Back', 'Next' (highlighted with a blue border), and 'Cancel'.

15. When you receive the “Ready to Setup the eCASE database” message, click **Finish**.



## Step 1: Creating the Database



16. When you receive the confirmation message, click **OK**.

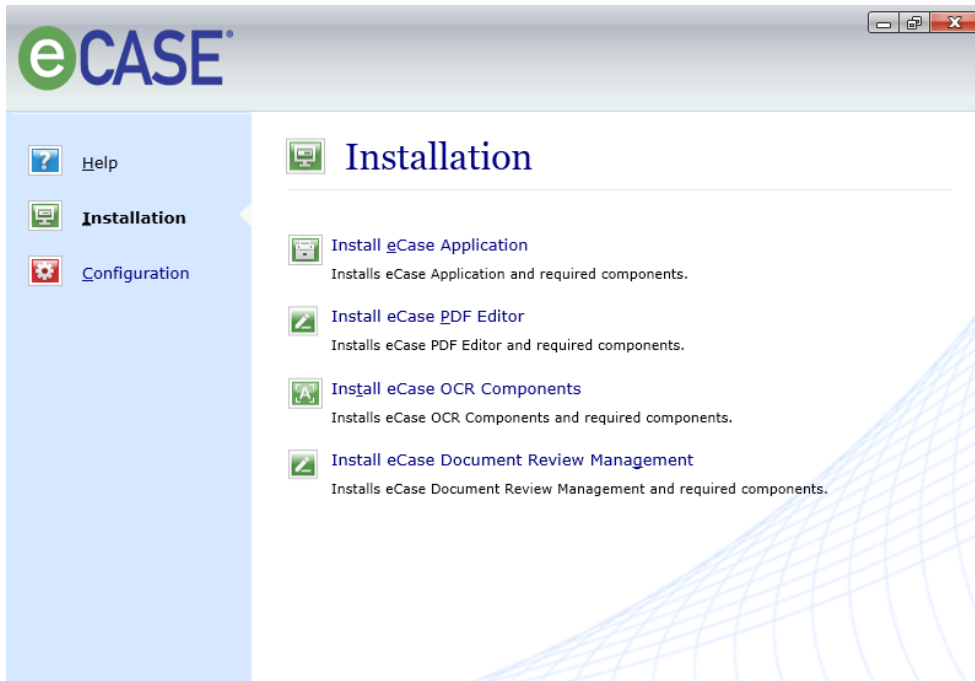


## 3 Step 2: Installing eCASE

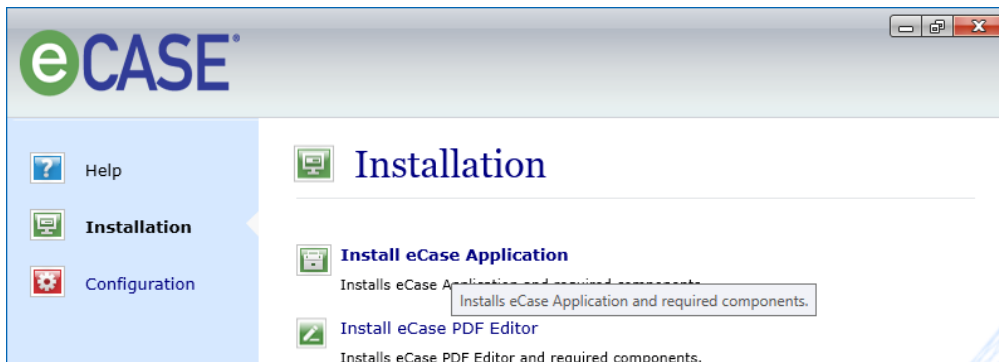
eCASE is installed on the Microsoft Internet Information Services (IIS) web server.

### 3.1 Install eCASE

1. Go to **eCASE** folder, and then open the **Server** folder.
2. Right-click the **Setup.exe** file, and then click **Run as administrator** on the short-cut menu.
3. On the navigation panel of the eCASE Help window, click **Installation**.



4. On the task panel of the *eCASE Installation* window, click **Install eCASE Application**.



5. In the **eCASE Application Server** dialog box, type the license key in the **License Key** box (if this box is empty), and then click **Continue**. The **Set up new eCASE application** option selected by default.





**(!!) Note: The license key is in a file included with the set up CD. If this file is in the same folder as the Setup.exe file, the license key will be entered into the License Key box automatically.**

6. Read the *Welcome to the eCASE Installation Wizard* dialog box, and then click **Next**.
7. Read the Software License Agreement dialog box, click **I accept the terms in the License Agreement** (default), and then click **Next**.

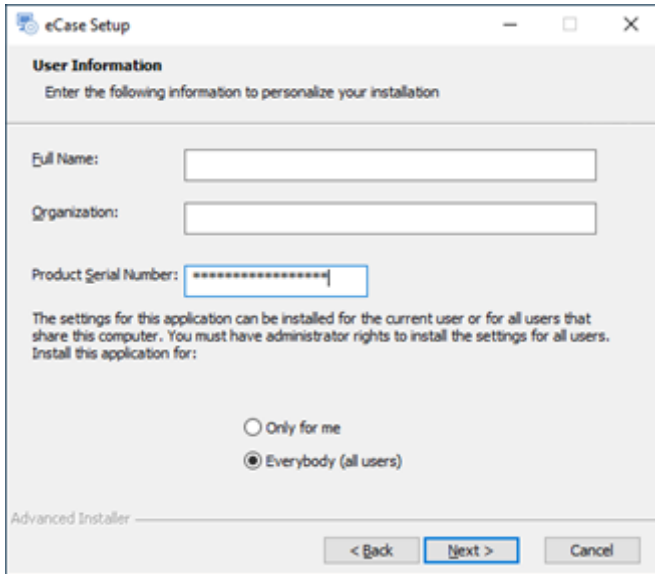


**(!!) Notes:**

- **The Next button remains disabled until the option to accept the license agreement is selected.**
  - **The Reset button sets the default to I do not accept the terms in the License Agreement.**
8. In the **User Information** dialog box, do the following:
    - a. In the **Full Name** box, type your first name and last name.
    - b. Optional: In the **Organization** box, type the name of the organization that you work for.
    - c. In the **Product Serial Number** box, type the eCASE application serial number (if this box is empty).
    - d. Ensure **Everybody** who uses this computer is checked, and then click **Next**.

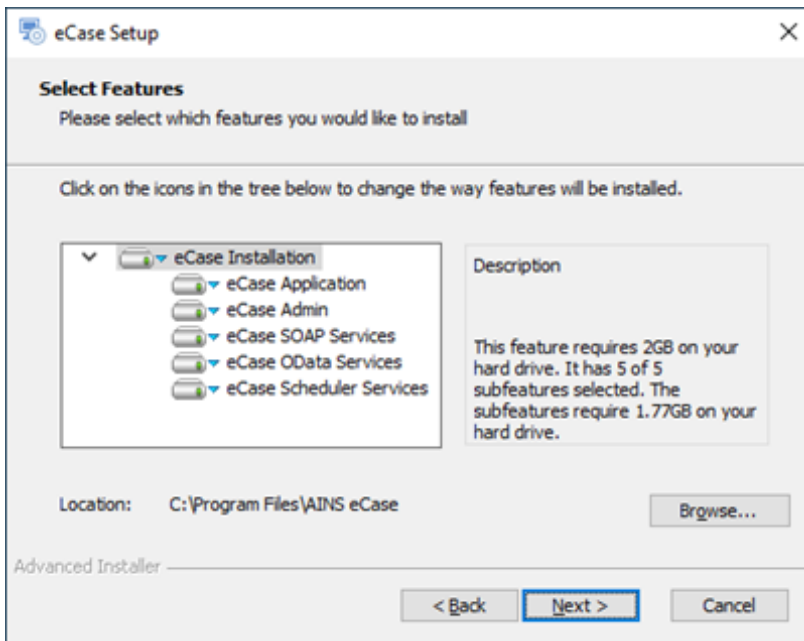


## Step 2: Installing eCASE



9. In the **Destination Folder** dialog box, click **Next** to accept the default folder in which to install eCASE, or click **Browse** to choose a folder of your choice.
10. In the **Select Features** dialog box, click **Next** to install all features of eCASE.

(!!) **Note: eCASE OData Services and eCASE SOAP Services are not required unless integrations with external systems are required. eCASE Application, eCASE Admin, and eCASE Scheduler Service must be installed. They can be deployed on same server or on different servers in production environments to meet the performance requirements.**



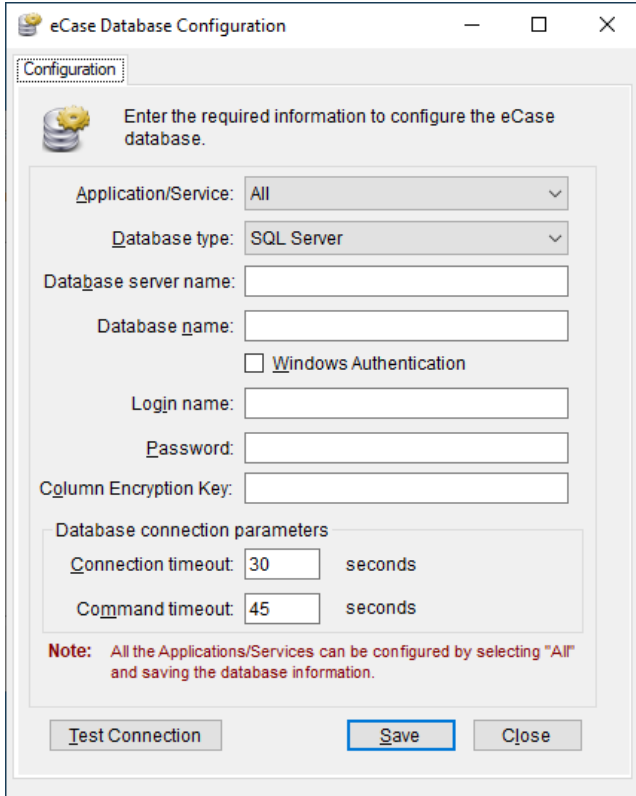
11. In the Ready to Install the Application dialog box, click **Next**.



12. When the **Updating System** dialog box appears, let the installation process run to completion. (This process could run for several minutes.)

**(!!) Note: It is highly recommended that you let the installation process run uninterrupted. For information about uninstalling eCASE, see Appendix D.**

13. When the **eCASE Database Configuration** dialog box appears, click **Close**. The **eCASE Database Configuration** dialog box appears if you selected at least one feature during the installation process. You can skip filling out the **eCASE Database Configuration** dialog box at this time. You can configure the database in the next section.



14. When you receive the confirmation message, click **Finish**.

## 3.2 Verifying the eCASE Installation

After installing eCASE, you must next verify the installation. This section guides you through the verification process.

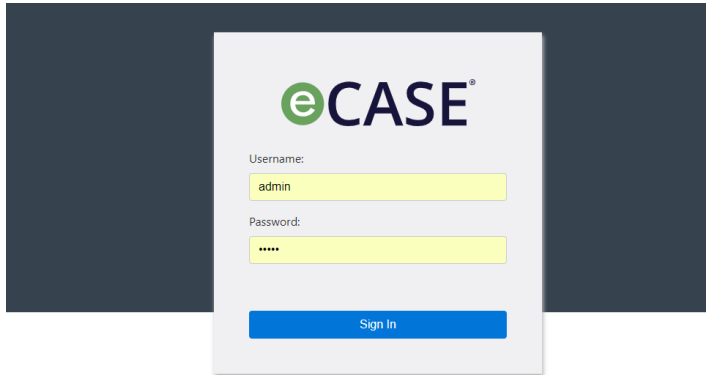
To verify the eCASE installation:

1. On the task bar, click **Start > All Programs > Administrative Tools > Internet Information Services (IIS) Manager**.
2. In the Connections panel, Expand the Start Page > Sites > and Default Web Site.



## Step 2: Installing eCASE

3. **Expand the eCASE folder.**
4. Locate **Manage Applications > Browse Application** on the right side of the screen.
5. Click Browse \*:80 (http).
6. In the **eCASE Login** dialog box, type your **User Name** and **Password**, and then click **Sign In**.



You are about to access a U.S. Government information system; system usage may be monitored, recorded, and subject to audit. Unauthorized use of the system is prohibited and subject to criminal and civil penalties; and use of the system indicates consent to monitoring and recording.

7. Click **Help > About eCASE**.
8. Make sure the version is correct, then close the screen.
9. Exit the application. You have successfully installed and configured eCASE.

**(!!) Note: If you are unable to launch eCASE, try to recreate the database and repository.**



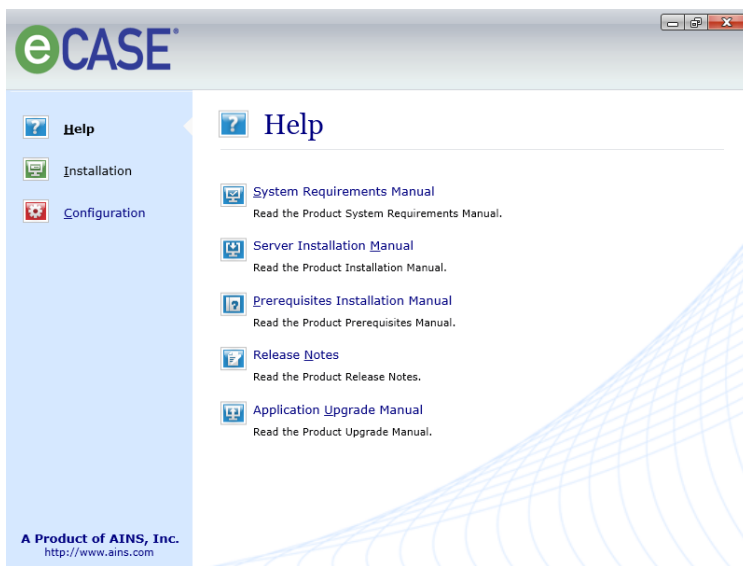
## 4 Step 3 (Optional): Installing eCASE Add-on Modules

eCASE add-on modules are not required unless they are required to meet your business requirements. The following steps are options; you may skip if they do not apply to your application.

### 4.1 Install eCASE PDF Editor

To install eCASE PDF Editor, please make sure eCASE application is installed, then follow the steps below.

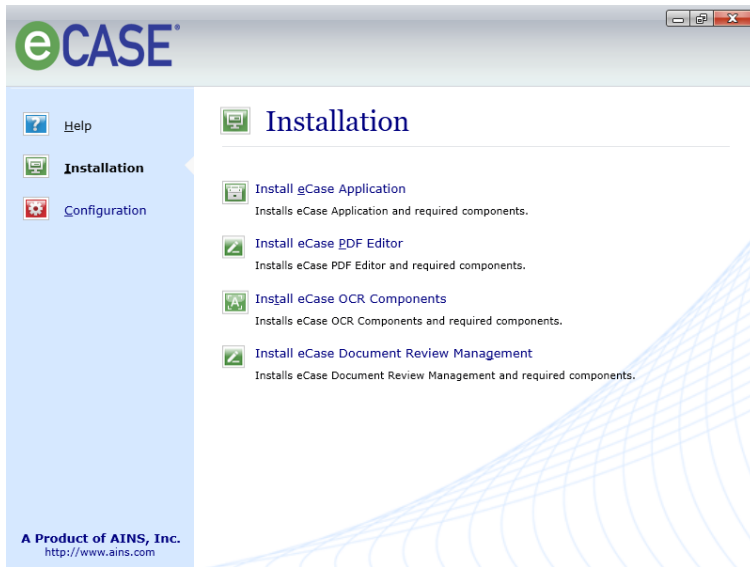
1. Open **Server** folder.
2. Run the **Setup.exe** as run as Administrator.



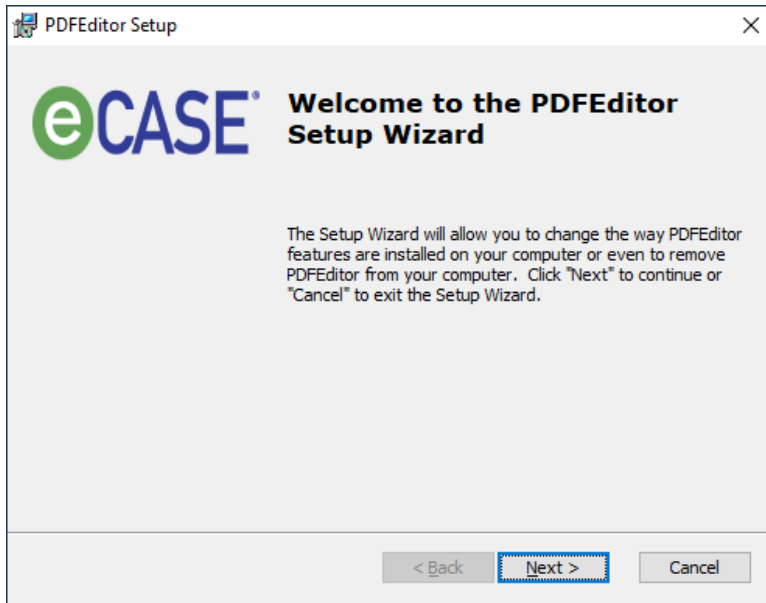
3. Click the Install eCASE PDF Editor under Installation section.



### Step 3 (Optional): Installing eCASE Add-On Modules



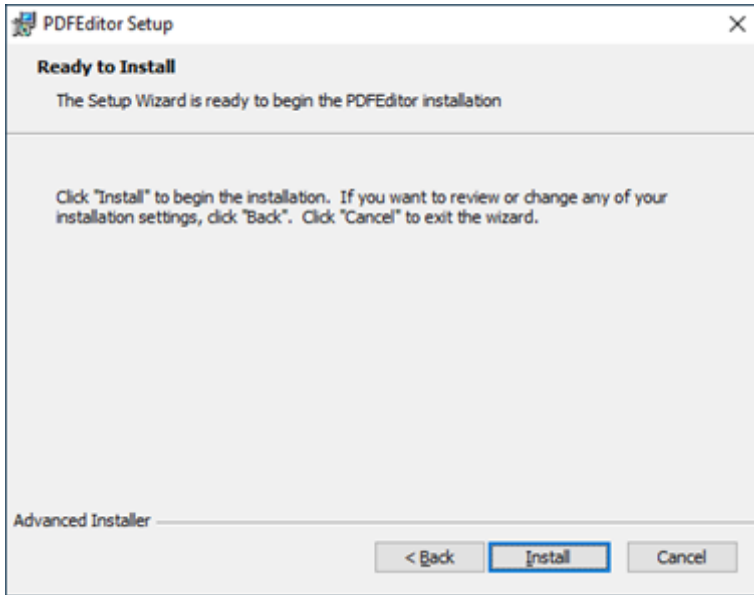
4. *PDFEditor Setup* screen appears. Click **Next**.



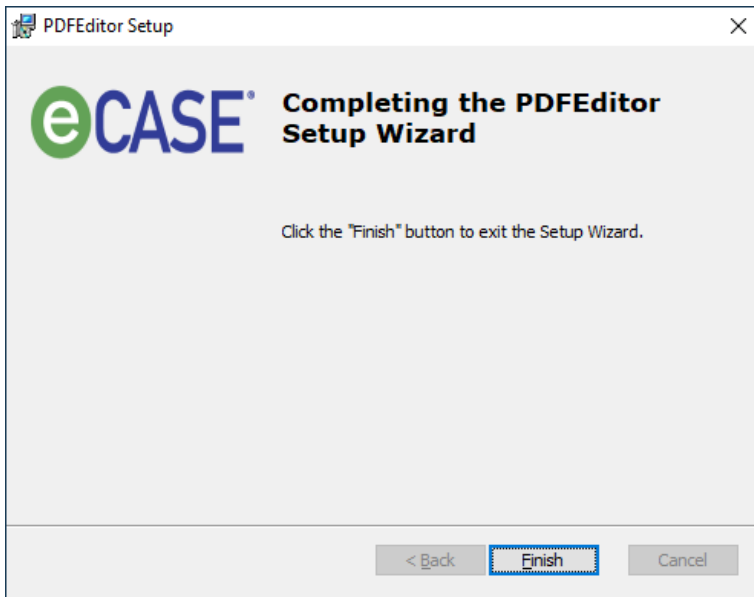
5. In End-User License Agreement, please accept license details and click **Next**.
6. In Destination Folder screen, click **Next**.
7. At the *Ready to Install* prompt, click **Install**.



### Step 3 (Optional): Installing eCASE Add-On Modules



8. The installation progresses. When complete, click **Finish**.



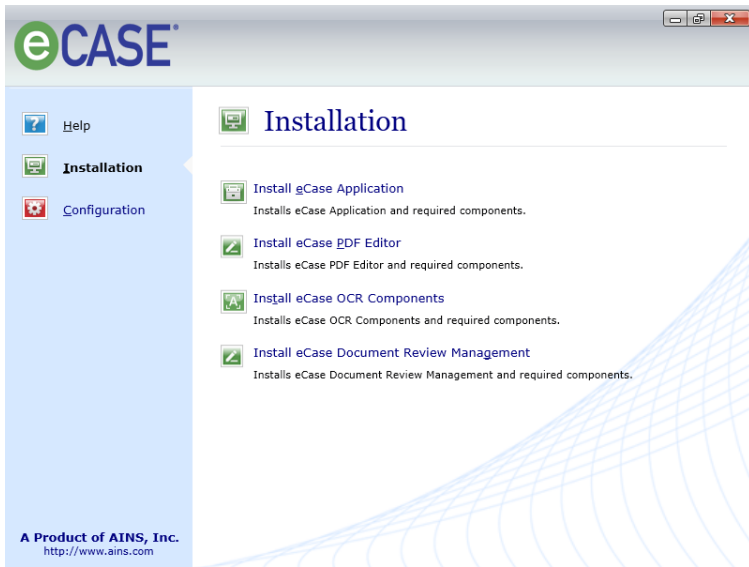
## 4.2 Install eCASE OCR Components

eCASE OCR Components should be installed on the same server where eCASE scheduler is installed. To install eCASE OCR Components, follow the steps below on the eCASE Scheduler server.

1. Open **Server** folder.
2. Run the **Setup.exe** as run as Administrator.



3. Click **Installation** and click **Install eCASE OCR Components**.



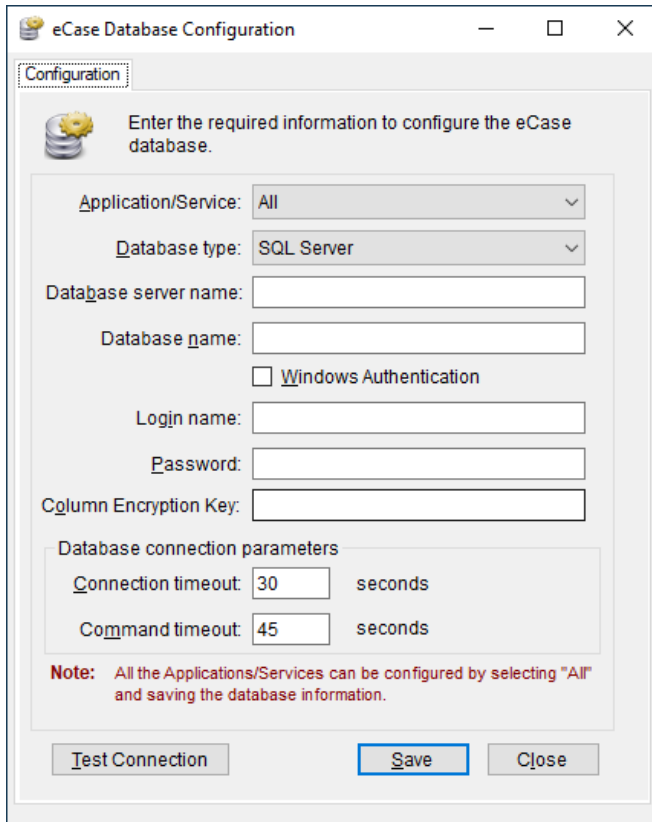
4. When the confirmation message appears, click **Yes** to continue.
5. eCASE OCR Components **Welcome** screen appears. Click **Next**.
6. In User Information screen, please provide the details and click **Next**.

7. In Destination Folder screen, click **Next**.
8. At the *Ready to Install* prompt, click **Install**.
9. After the installation completes, click **Finish**.
10. After successful installation of eCASE OCR Components, please Configure the OCR in eCASE Scheduler using eCASE Database Configuration.



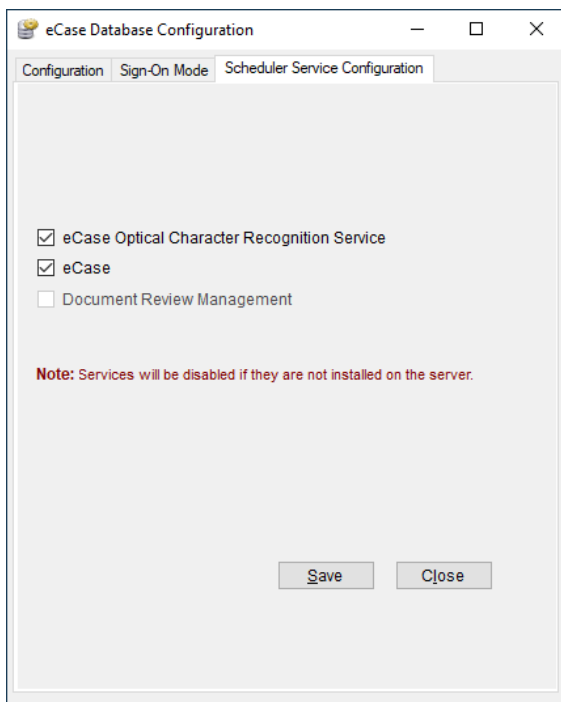


11. Open eCASE Database configuration and select **eCASE Scheduler Service** in Application/Service drop down box and then **Save** the database configuration.



The screenshot shows the 'eCase Database Configuration' window. It has a 'Configuration' tab selected. The window contains several input fields: 'Application/Service' (a dropdown menu set to 'All'), 'Database type' (a dropdown menu set to 'SQL Server'), 'Database server name', 'Database name', a checkbox for 'Windows Authentication', 'Login name', 'Password', and 'Column Encryption Key'. Below these is a section for 'Database connection parameters' with 'Connection timeout' (30 seconds) and 'Command timeout' (45 seconds). A red 'Note' states: 'All the Applications/Services can be configured by selecting "All" and saving the database information.' At the bottom are three buttons: 'Test Connection', 'Save' (highlighted with a blue border), and 'Close'.

12. After saving the database details, **eCASE Scheduler Configuration** screen appears. Click the **eCASE Optical Character Recognition Service** checkbox.



The screenshot shows the 'eCase Scheduler Configuration' window. It has three tabs: 'Configuration', 'Sign-On Mode', and 'Scheduler Service Configuration', with the last one selected. The window contains three checkboxes: 'eCase Optical Character Recognition Service' (checked), 'eCase' (checked), and 'Document Review Management' (unchecked). A red 'Note' states: 'Services will be disabled if they are not installed on the server.' At the bottom are two buttons: 'Save' and 'Close'.

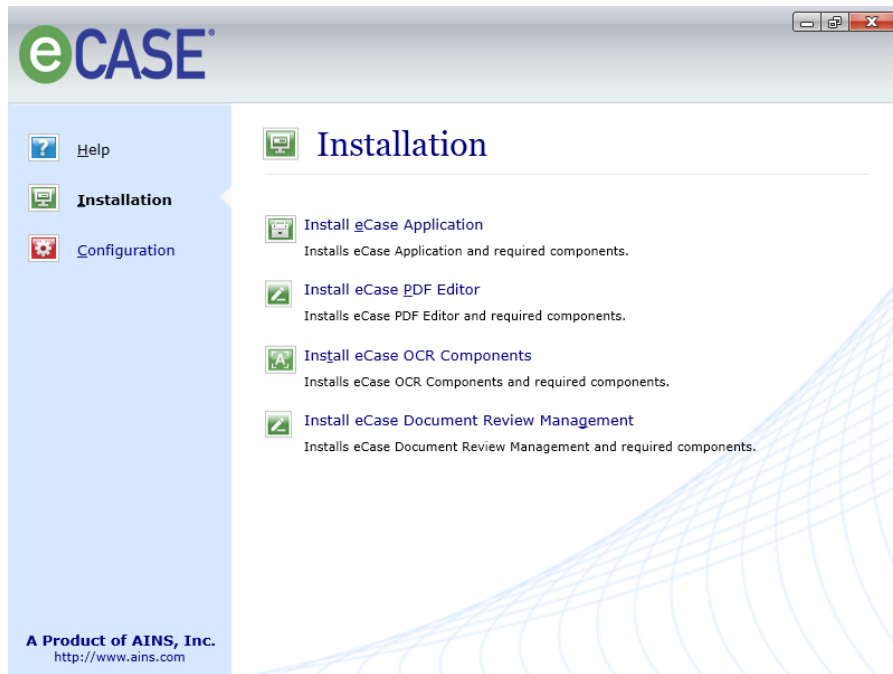
13. Click **Save** and close.

## 4.3 Install Document Review Management

To install eCASE Document Review Management, please make sure the eCASE application and the scheduler is installed.

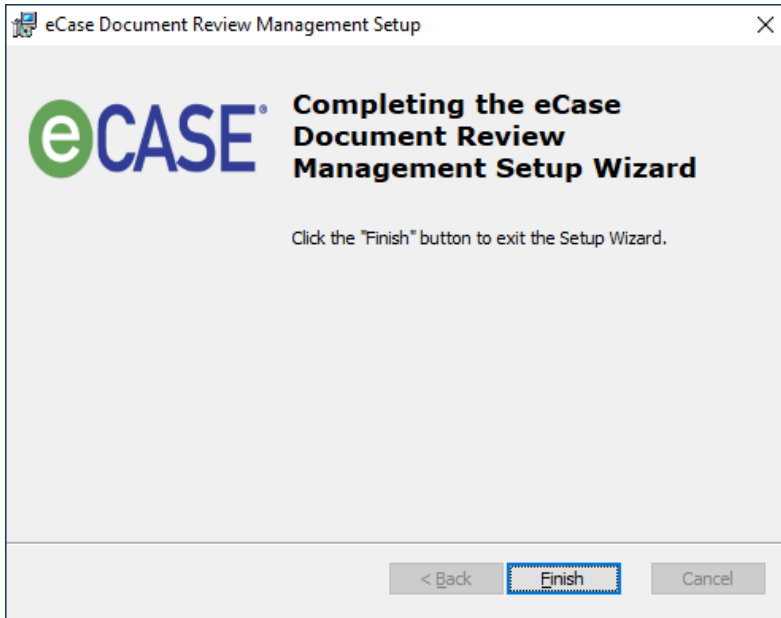
To install eCASE Document Review Management:

1. Open **Server** folder.
2. Run the **Setup.exe** as run as Administrator.
3. Go to **Installation** and click **Install eCASE Document Review Management**.

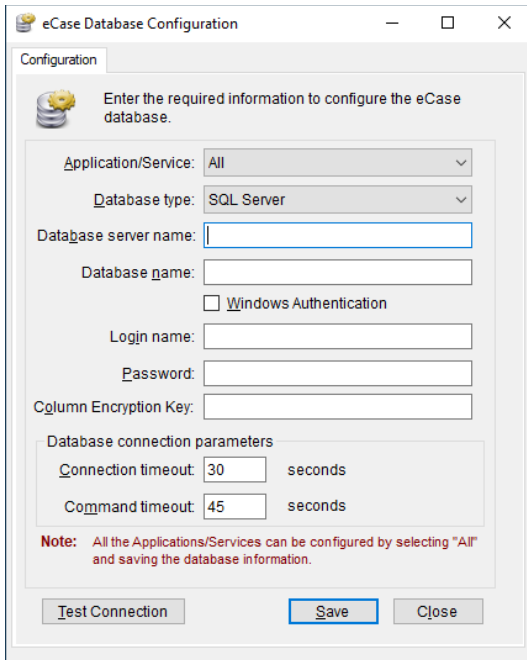


4. Once the wizard launches, click **Next** to continue.
5. Select **I accept the terms in the License Agreement**. Click **Next**.
6. In User Information screen, please provide your details and click **Next**.
7. In Destination Folder screen, click **Next**.
8. Click **Install** when prompted.
9. The installation begins. After successful installation, click **Finish**.

### Step 3 (Optional): Installing eCASE Add-On Modules



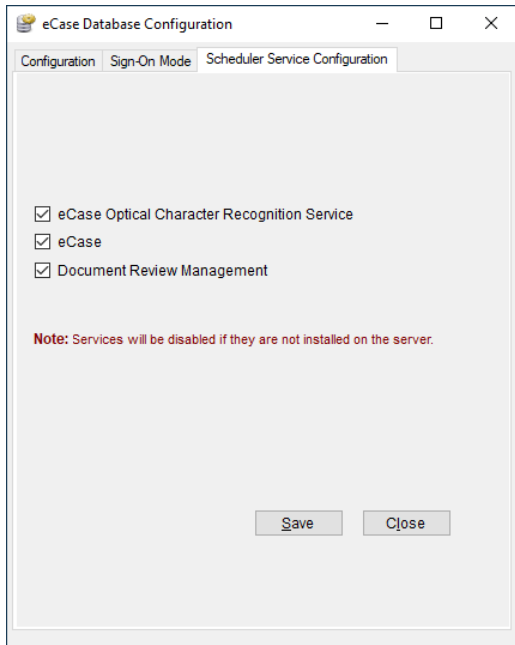
10. Next, configure the Document Review Management in eCASE Scheduler using eCASE Database Configuration.
11. Open eCASE Database configuration and select **eCASE Scheduler Service** in Application/Service drop down box and then **Save** the database configuration.



12. After saving the database details, **eCASE Scheduler Configuration** screen will appear. Select **Document Review Management** checkbox and **Save** the Configuration and **Close**.
13. Click **Save** and close.



### Step 3 (Optional): Installing eCASE Add-On Modules



## 4.4 Enable Find and Redact

To enable Find and Redact, the steps below.

**(!!) Note: Before executing scripts below, please make sure that the OCR is installed and configured.**

1. Copy the **FOIAXpress.Utilities.UDFRegExp.dll** into SQL Server machine and place the dll into C:\temp.
2. Then, login to **SQL Server Management Studio** as “SA” and execute the following queries.

```
EXEC sp_configure 'show advanced options' , '1';
GO

reconfigure;
GO

EXEC sp_configure 'clr enabled' , '1'
GO

reconfigure;
GO
```

3. Lastly, register the **FOIAXpress.Utilities.UDFRegExp.dll** assembly within SQL Server using **SQL Server Management Studio** by executing the following queries.



### Step 3 (Optional): Installing eCASE Add-On Modules

```
GO

CREATE ASSEMBLY RegExp
FROM 'Provide file path'

GO

CREATE FUNCTION dbo.REGEXP_LIKE (@Input nvarchar(max), @Pattern nvarchar(500))
RETURNS nvarchar(max)

AS

EXTERNAL NAME RegExp.UserDefinedFunctions.REGEXP_LIKE

GO
```



## 5 Privileges for eCASE Application Server and Services

The following section lists all applicable directories and their required permissions for the application to communicate with the file repository and load the assemblies. The privileges outlined in the following sections are relevant to eCASE web application and web pages.

### 5.1 Required Permissions for ASP .NET Process Identify

The security permissions outlined below are specifically for the **ASP.NET Process Identity** (IIS Application Pool Identity). In 8.5, the Application Pool Identity by default is set as the **NETWORK SERVICE** user and as the **Application Pool Identity** user in IIS 8.5 or above.

If eCASE is configured with Single Sign-On Authentication, both the **IIS Application Pool Identity** users and all eCASE users must have the permissions on files and folders listed in the table below.

If eCASE is configured with Forms Authentication, only the **IIS Application Pool Identity** user must have the permissions on the files and folders listed in the table below.

**ASP .NET Process Identify Permissions**

Location	Access type	Comments
%SystemRoot%\Microsoft.NET \Framework\versionNumber\ Temporary ASP.NET Files	Read, List Folder Contents, Read & Execute, Write	This is the location for dynamically compiled files. Beneath this location, application code generation takes place in a discrete directory for each application.



Location	Access type	Comments
<b>%SystemRoot%\System32</b>	Read, List Folder Contents, Read & Execute	This contains system DLLs loaded by the .NET Framework.
<b>Program Files\AINS eCase\eCase -OR- Program Files\AINS eCase\eCase</b>	Read, List Folder Contents, Read & Execute	This is the location for application files.
<b>%SystemRoot%\Microsoft.NET \Framework\version and subdirectories</b>	Read, List Folder Contents, Read & Execute	ASP.NET must be able to access the system assemblies referenced in the Machine.config file in the CONFIG subdirectory under  %SystemRoot%\Microsoft.NET\Framework\version\.
<b>Temporary Path</b>	Modify, Read & Execute, ListFolder Contents, Read, Write	All eCASE temporary files are stored in this location.



Location	Access type	Comments
<b>Program Files\AINS</b> <b>eCase\eCase\App_Data</b> <b>-OR-</b> <b>Program Files\AINS</b> <b>eCase\eCase\App_Data</b>	Modify, Read & Execute, List  Folder Contents, Read, Write	This location stores dictionary files for Spell Check.
<b>Program Files\AINS</b> <b>eCase\eCase\Images</b> <b>-OR-</b> <b>Program Files\AINS</b> <b>eCase\eCase\Images</b>	Modify, Read & Execute, List Folder Contents, Read, Write	The enterprise logo and eCASE application images will be stored in this location.
<b>Program Files\AINS</b> <b>eCase\Reports</b>	Modify, Read & Execute, List Folder Contents, Read, Write	This is the location where temporary application report files are stored when processed in the application

The following table outlines permissions for client workstations:

Location	Access type	Comments
<b>User profile directory</b>	Modify, Read & Execute, List  Folder Contents, Read, Write	eCASE controls will store the temporary files before processing to the application.





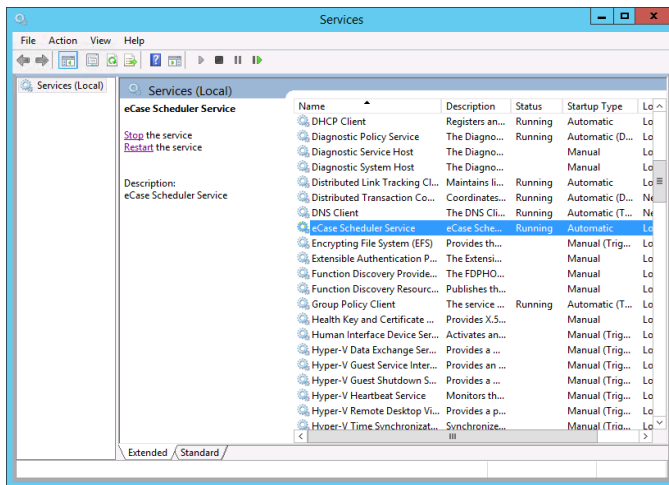
## 5.2 eCASE Scheduler Configuration

If the eCASE Database installed with SQL Windows Authentication mode, the eCASE Scheduler Service user should be the owner of the database. Make sure to install the eCASE Scheduler Service before you start it. The following procedure details how to configure your eCASE Scheduler Service to confirm the identity of users before granting access to operate it.

**(!!) Note: The eCASE Scheduler Service user must be a member of the local or domain Administrator group.**

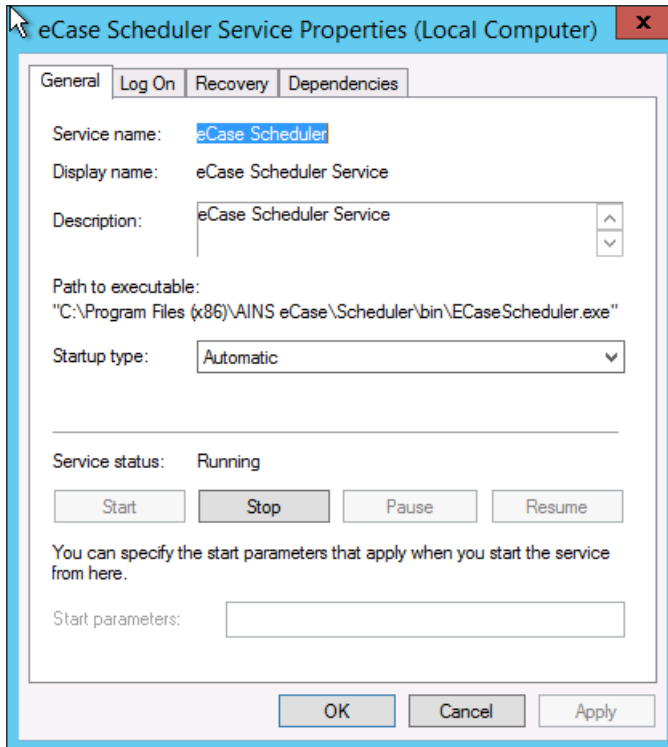
### 5.2.1 Start the eCASE Scheduler Service

1. Click **Start > All Programs > Administrative Tools > Services**. The SERVICES screen opens with the EXTENDED tab in view.

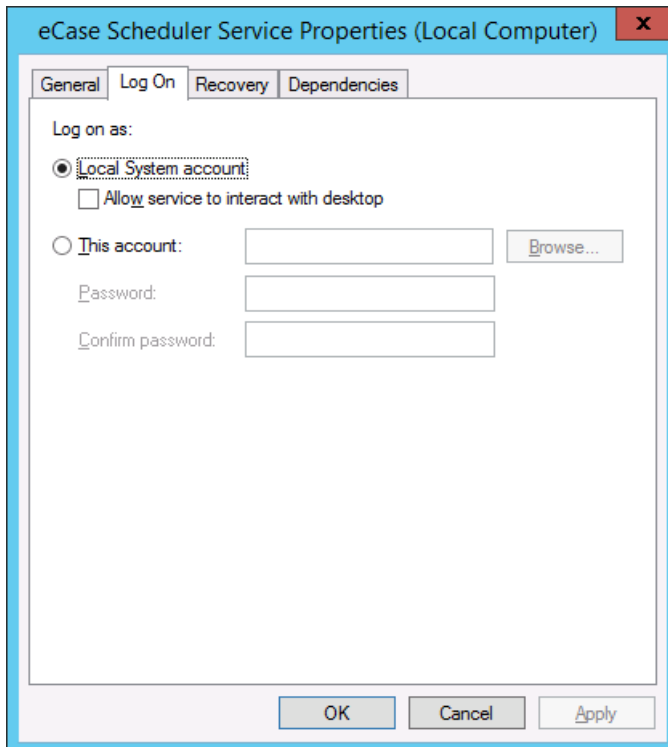


2. Locate and select **eCASE Scheduler Service**.
3. Right click **eCASE Scheduler Service** and select **Properties**. The eCASE Scheduler Service Properties window opens with the *General* tab in view.





4. Click the **Log On** tab then **This Account**. The password fields become enabled.



5. Enter the user name and password for this account, then confirm the password.  
6. Click **OK**.



7. If service is currently running, a popup appears. Click **OK**.
8. Restart the eCASE Scheduler Service.
9. Select **Action Restart** from the menu or right-click the on service name and select **Restart** from the short menu. The **Service Control** window appears detailing the progress to restart the service. The **Status** column should indicate 'Started' once completed.
10. Select **File > Exit** to close the **Services** screen.

## 5.2.2 Required Security Permissions for eCASE Scheduler Service User

Location	Access type	Comments
%SystemRoot%\ System32	Read, List Folder Contents, Read & Execute	This location contains system DLLs loaded by the .NET Framework.
%SystemRoot%\ Temp	Full Control	This location used for Web services support.
User profile directory	Read, List Folder Contents, Read & Execute, Write	This location stores the cache files of the Report Scheduler Service.
%SystemRoot%\ Microsoft.NET\Framework\version and subdirectories	Read, List Folder Contents, Read & Execute	ASP.NET must be able to access the system assemblies referenced in the Machine.config file in the CONFIG subdirectory under %SystemRoot%\Microsoft.NET\Framework\version\.



## Privileges for eCASE Application Server and Services

Location	Access type	Comments
<b>Program Files\ECASE\Logs</b> <b>-OR-</b> <b>Program Files\AINS</b> <b>eCase\Logs</b>	Modify, Read & Execute, Read, Write	The application error log and configuration files are stored in this folder.
<b>Program Files\AINS</b> <b>eCase\Case\bin</b> <b>-OR-</b> <b>Program Files\AINS</b> <b>eCase\Case\bin</b>	Full Control	The application error log are stored in this file.

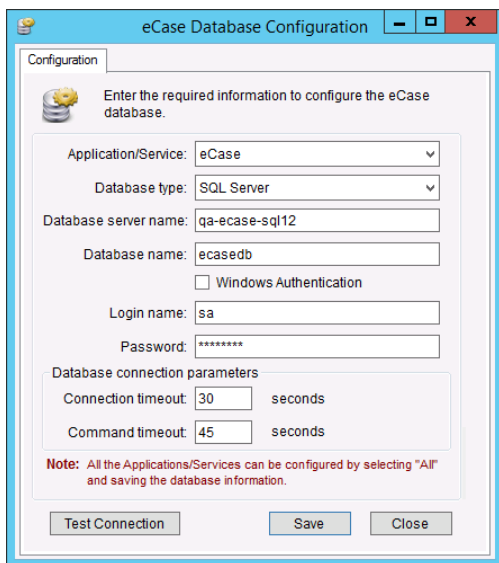


## 6 Sign-On Mode Configuration

After setting up the application server, you can change the **Sign-On Mode** that you originally chose using the **eCASE Database Configuration** utility. The following sections provide instructions on how to change to different Sign-On Modes.

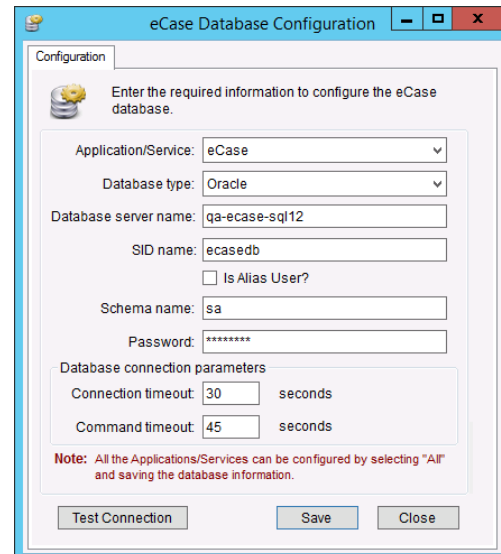
### 6.1 Configure the Application and Access the Sign - On Mode Tab

1. Click **Start > All Programs > eCASE**, right-click **eCASE Database Configuration** and select **Run as administrator**. The eCASE Database Configuration window appears. Select the database type, enter the required information, then click **Save**.



The screenshot shows the 'eCASE Database Configuration' window with the 'Configuration' tab selected. The 'Database type' is set to 'SQL Server'. The 'Database server name' is 'qa-ecase-sql12' and the 'Database name' is 'ecasedb'. The 'Login name' is 'sa' and the 'Password' is masked with asterisks. The 'Windows Authentication' checkbox is unchecked. The 'Database connection parameters' section shows 'Connection timeout' as 30 seconds and 'Command timeout' as 45 seconds. A note at the bottom states: 'Note: All the Applications/Services can be configured by selecting "All" and saving the database information.' The 'Test Connection', 'Save', and 'Close' buttons are at the bottom.

eCASE Database Configuration  
(SQL Server)

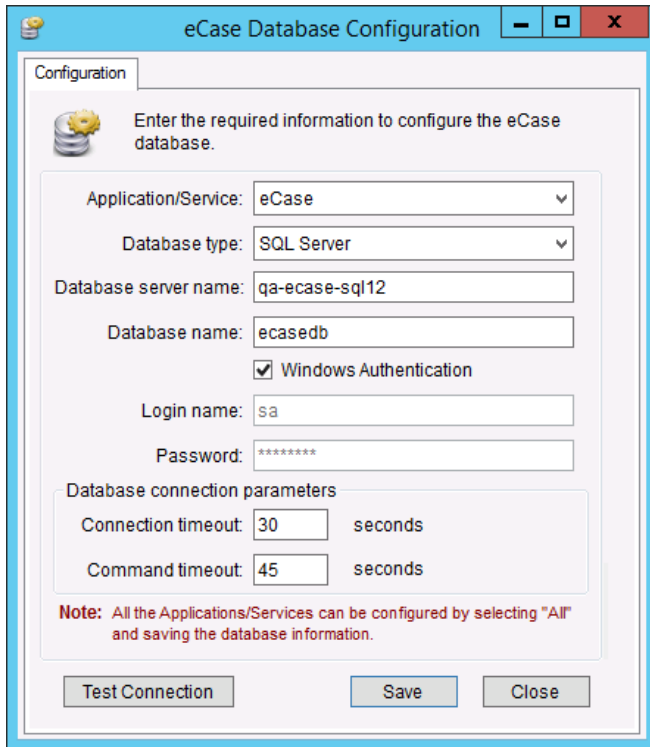


The screenshot shows the 'eCASE Database Configuration' window with the 'Configuration' tab selected. The 'Database type' is set to 'Oracle'. The 'Database server name' is 'qa-ecase-sql12' and the 'SID name' is 'ecasedb'. The 'Schema name' is 'sa' and the 'Password' is masked with asterisks. The 'Is Alias User?' checkbox is unchecked. The 'Database connection parameters' section shows 'Connection timeout' as 30 seconds and 'Command timeout' as 45 seconds. A note at the bottom states: 'Note: All the Applications/Services can be configured by selecting "All" and saving the database information.' The 'Test Connection', 'Save', and 'Close' buttons are at the bottom.

eCASE Database Configuration  
(Oracle)

**(!!) Note: The Login Name and Password fields are disabled if Windows Authentication is selected for the SQL Server database type.**





The image shows a Windows-style dialog box titled "eCase Database Configuration". It has a "Configuration" tab and a yellow gear icon. The text inside says "Enter the required information to configure the eCase database." The form contains several fields: "Application/Service" is a dropdown menu set to "eCase"; "Database type" is a dropdown menu set to "SQL Server"; "Database server name" is a text box containing "qa-ecase-sql12"; "Database name" is a text box containing "ecasedb"; there is a checked checkbox for "Windows Authentication"; "Login name" is a text box containing "sa"; "Password" is a text box with masked characters "\*\*\*\*\*"; and a section titled "Database connection parameters" containing "Connection timeout" (30 seconds) and "Command timeout" (45 seconds). At the bottom, there is a red "Note" stating: "All the Applications/Services can be configured by selecting 'All' and saving the database information." Below the note are three buttons: "Test Connection", "Save", and "Close".

Configuration

Enter the required information to configure the eCase database.

Application/Service: eCase

Database type: SQL Server

Database server name: qa-ecase-sql12

Database name: ecasedb

☒ Windows Authentication

Login name: sa

Password: \*\*\*\*\*

Database connection parameters

Connection timeout: 30 seconds

Command timeout: 45 seconds

**Note:** All the Applications/Services can be configured by selecting "All" and saving the database information.

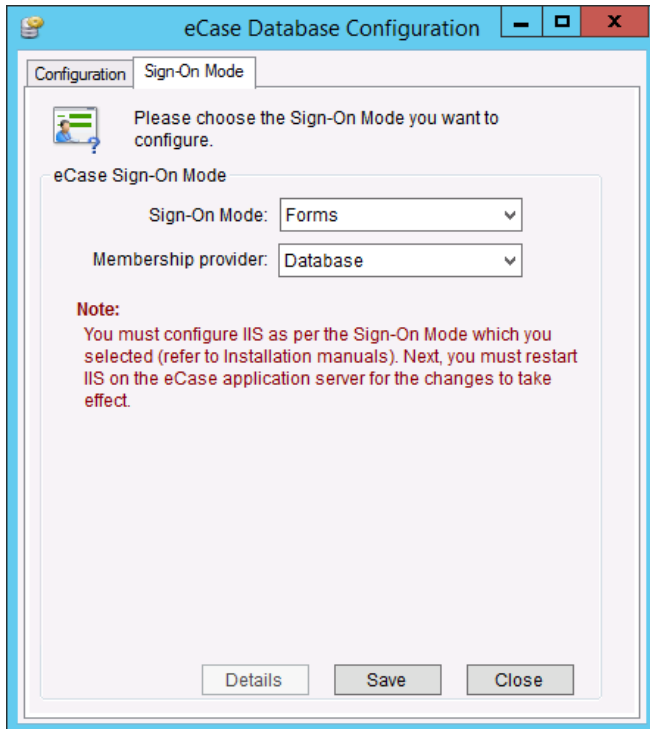
Test Connection Save Close

2. Once you save the required information for either SQL Server or Oracle, a confirmation message appears.
3. Click **Yes** to save the information. Another confirmation message appears. Click **OK**. The **Sign-On Mode** tab displays.

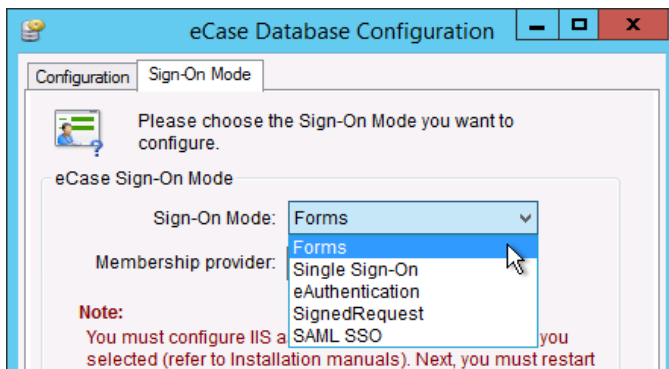
## 6.2 Change the Sign-On Mode

Select the Sign-On Mode tab. The following window appears. It shows the Sign-On Mode options selected during the database configuration.

**(!!) Note: The different Sign-On Modes vary on how users will connect to eCASE and can range from the default username/password connection to a more secure windows domain authenticated connection.**



1. Click the **Sign-On Mode** drop-down list and select the desired option. Enter the required outlined in **Error!**



Field Name	Description
<b>Sign On Mode</b>	<p>Forms - Standard level of access for the eCASE application.</p> <p>Single Sign On - Allows the user to automatically log into eCASE without being prompted for login credentials.</p> <p>eAuthentication - An authentication service provided by one remote server to other distributed servers, on the Internet or an intranet; users must submit requests to obtain login/logout credentials.</p>
<b>Membership Provider</b>	<p>Database - Login credentials will be verified and stored in the eCASE database; this is the default option.</p> <p>LdapMembership Provider - Login credentials will be verified and stored on the domain where LDAP server is located.</p>
<b>LDAP Server Name</b>	The name of the LDAP server.
<b>Service User Name</b>	<p>The identifier given to a user that has access to the LDAP server; entered as</p> <p>Server name\User Name.</p>
<b>Service User Password</b>	The security credential associated with the Service User.
<b>Two Factor Authentication</b>	<p>Check the Two Factor Authentication check box, which requires users to submit the client certificates along with login and password. It shows when Sign On Mode is forms authentication.</p> <p>When checked, configure IIS to use SSL for eCASE web application and select "Require" option for client certificate settings. Additional configuration steps required are explained in section – "PIV Certificates as Two Factor Authentication."</p>





Field Name	Description
<b>Client Cert Subject Fields</b>	Specify the keys (For example: CN, OU, O) in client certificate subject for two-factor validation. These key values are compared with Authentication ID field for the user.

2. Click **Save**. A message window appears. Click **Yes** to change the Sign-On Mode.
3. Click **OK** on the confirmation message.
4. Click **Close** to exit the eCASE Database Configuration window.



## 6.3 PIV Certificates as Two Factor Authentication

Please follow the instructions in this document to configure eCASE Two Factor Authentication with PIV Card. Some organizations may require having a different server for all PIV challenges that is different from application server then it is required to setup second IIS server. In second IIS server, do NOT install eCASE application. In this document, PIV Server (Second Server) is optional, it is required only when your organization policy requires to have a dedicated server. You should ignore PIV Server (Second Server) sections in this document when you are configuring with Single Server option.

In this document Steps 1, 2 and 3 are same for Single Server and Two Servers configurations. Step 4.a is for single server configuration, Steps 4.b, 5 and 6 are for Two Server configuration.

### 6.3.1 System Requirements for PIV Server (Second Server - Optional)

- Windows 2016 Server with IIS 8.5 server
- Install URL Rewrite and ARR IIS Modules. You can download these extensions from Microsoft web sites.

### 6.3.2 Step 1: Take Database Backup

1. Access eCASE database server.
2. Open Microsoft SQL Server Management Studio.
3. Right-click on eCASE database and take backup.
4. Once completed, proceed to Step 2.

### 6.3.3 Step 2: Install the Latest Service Pack (if not applied)

1. Access the application server where eCASE is installed Administrator.
2. Copy the “eCASE v10.1 Service Pack”.
3. In the main root of the folder, run **Hotfix.exe** as Administrator as shown below.
4. Provide the Backup location to take the backup of the Files.
5. Click **Apply**.
6. Confirm that eCASE database is backed up.
7. Installation wizard runs.
8. Once Hotfix is installed successfully, click **OK**.
9. Proceed to Step 3.



### 6.3.4 Step 3: Install PIV Card Authentication Hotfix

1. Access the application server where eCASE is installed as Administrator.
2. Please add the following entries to the web.config file located in eCASE installed directory: C:\Program Files\ECase\eCase

```
<location path="Banner/Disclaimer.aspx">
<system.web>
<authorization>
<allow users="*" />
</authorization>
</system.web>
</location>
<location path="NoPIV.aspx">
<system.web>
<authorization>
<allow users="*" />
</authorization>
</system.web>
</location>
```

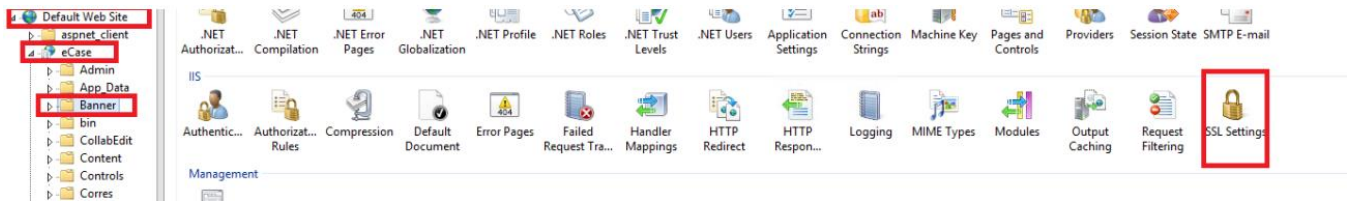
3. Thereafter, run eCASE Database Configuration Tool as Administrator.
4. Select eCASE for under Application/Service.
5. Click **Save**.
6. Go to Sign-On Mode tab.
7. Check the Two-Factor Authentication and provide subject given from the SSL Certificate.
8. Click **Save**.

### 6.3.5 Step 4.a: Install SSL Certificate and Configure IIS (Single Server Option)

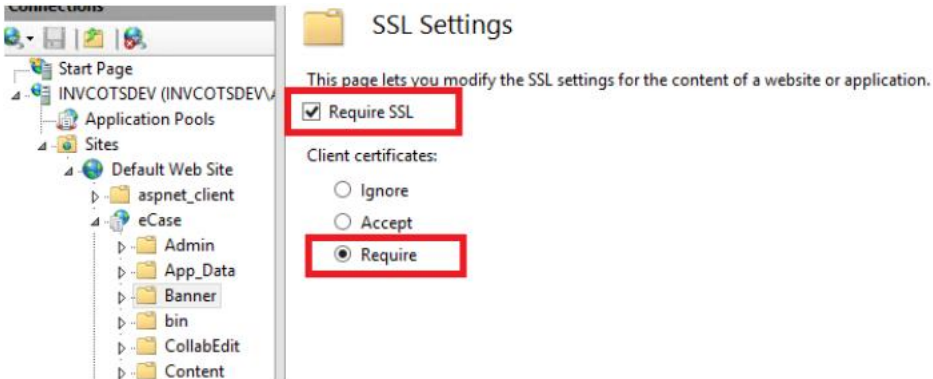
1. Install Server Certificate into IIS and configure bindings for HTTPS on eCASE Application Server.
2. Open the IIS, and configure the following settings:



## Appendix A: Sign-On Mode Configuration



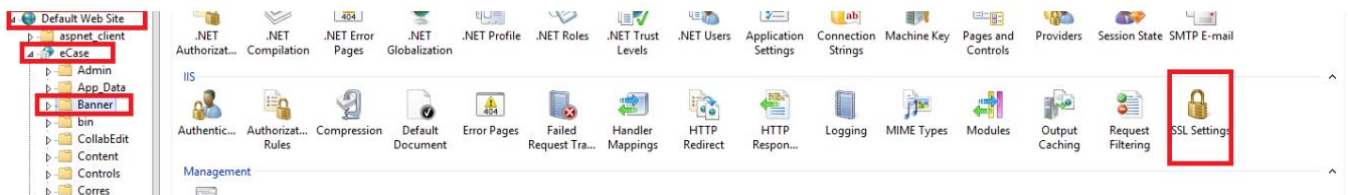
3. Click on SSL option above.



4. Reset IIS.

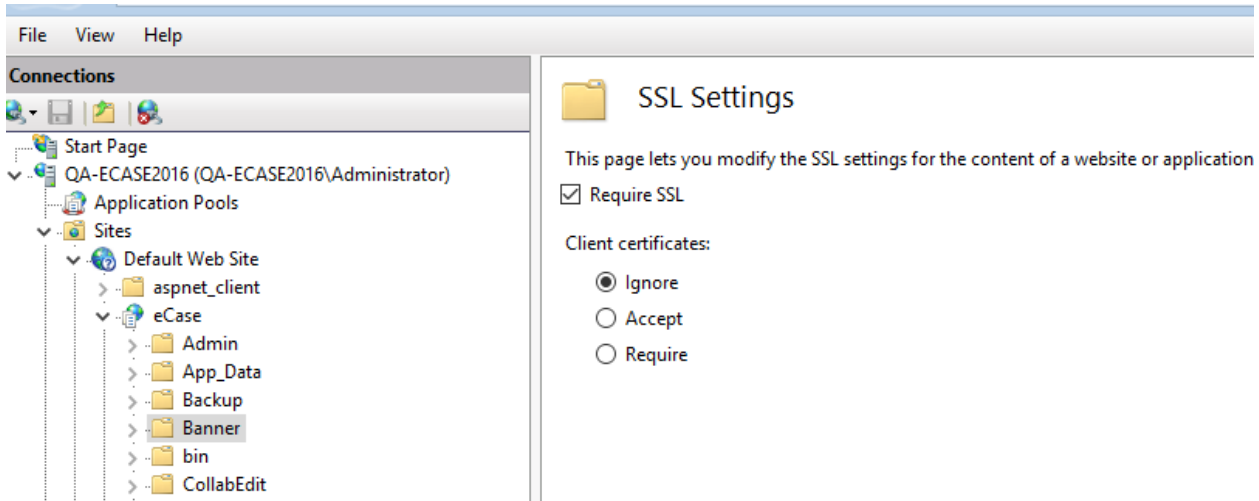
### 6.3.6 Step 4.b: Install SSL Certificate and Configure IIS (Two Servers Option)

1. Install Server Certificate into IIS and configure bindings for HTTPS on eCASE Application Server.
2. Open the IIS, and configure the following settings:



3. Click on SSL option above.



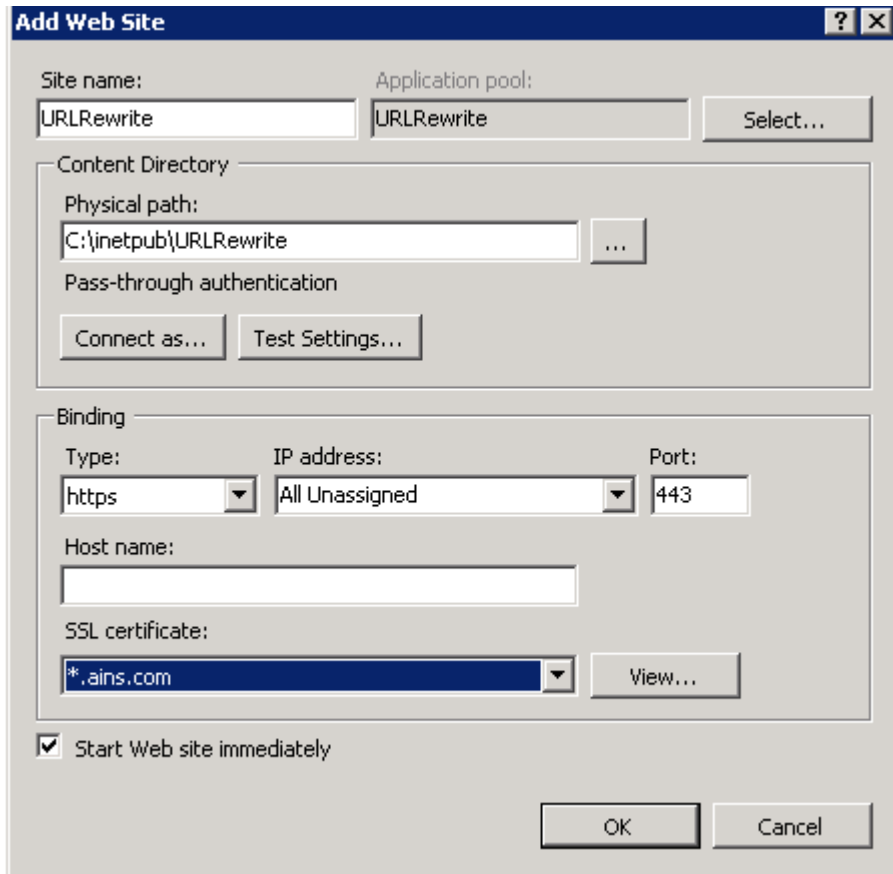


4. Reset IIS.

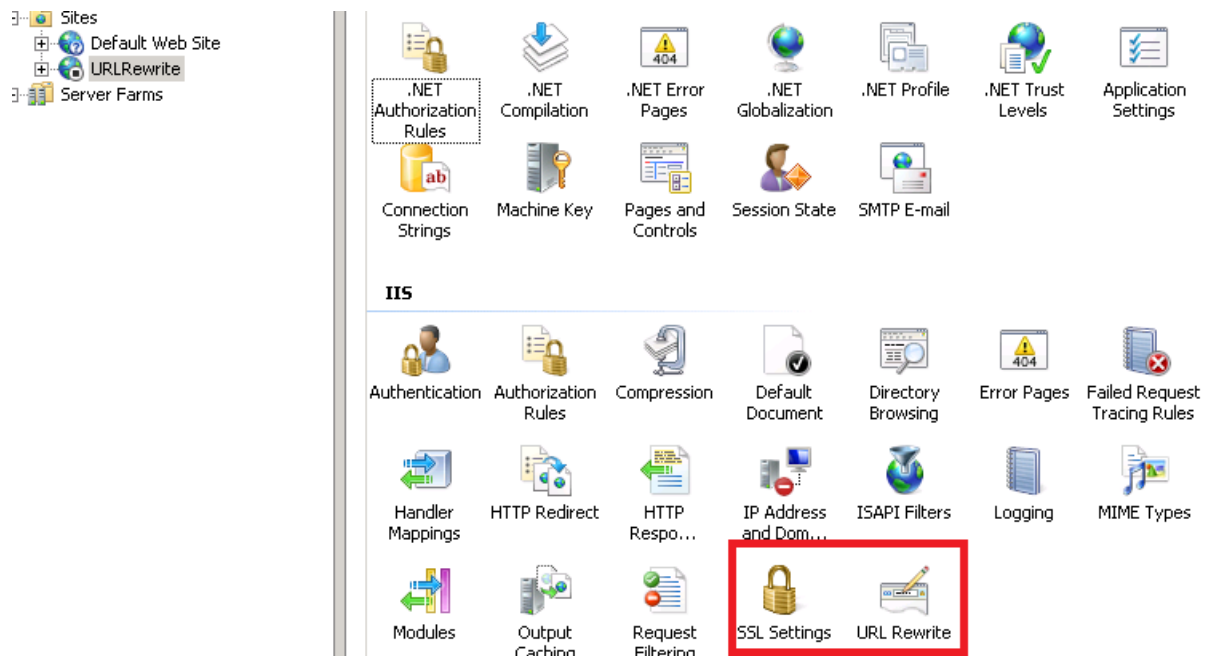
### 6.3.7 Step 5: Install SSL Certificate and Configure IIS (Two Servers Option)

1. Install Server Certificate into IIS and configure bindings for HTTPS on PIV Server.
2. Open the IIS, and create a new web site with name URLRewrite with HTTPS binding.



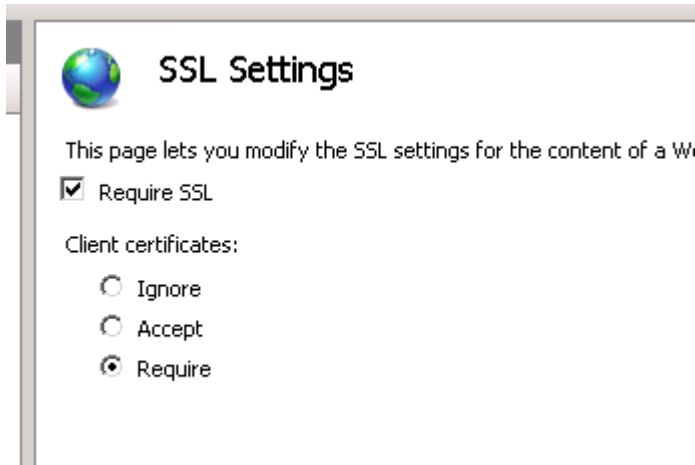


3. Configure the SSL Settings and URL Rewrite rules as follows:




4. Set the SSL Settings and Apply:





5. Add a Rewrite rule with Request Blocking template to abort application related traffic, except Images and Disclaimer.aspx. Configure the URL blocking rules as shown below. Please make sure type, patterns and ignore case button are configured as shown below.



## Edit Inbound Rule

RequestBlockingRule1

### Match URL

Requested URL:  
Matches the Pattern

Using:  
Wildcards

Pattern:  
\*

Test pattern...

☒ Ignore case

### Conditions

Logical grouping:  
Match All

Input	Type	Pattern
{URL}	Does Not Match the Pattern	*/eCase/Banner/Disclaimer.aspx
{URL}	Does Not Match the Pattern	*/eCase/Images/*.*

Add...  
Edit...  
Remove  
Move Up  
Move Down

☐ Track capture groups across conditions

### Server Variables

### Action

Action type:  
Abort Request

- Add a Rewrite rule with Reverse Proxy template to rewrite the traffic to application server. Click **Add Rule** and enter the application server name to forward request:





Add Reverse Proxy Rules ? X

**Inbound Rules**

Enter the server name or the IP address where HTTP requests will be forwarded:

eCaseAppserver

Example: contentserver1

☐ Enable SSL Offloading

Selecting this option will forward all HTTPS requests over HTTP.

**Outbound Rules**

☐ Rewrite the domain names of the links in HTTP responses

Responses that are generated by applications that are behind a reverse proxy can have HTTP links that use internal domain names. These links must be updated to use external domain names.

From:

Example: contentserver1

To:

Example: www.contoso.com

OK Cancel

**(!!) Note: Request Blocking rule should be before Reverse Proxy rule. These rules will ensure only PIV requests are sent to dedicate PIV server and all application requests are sent to eCASE Application server. Second server configuration provides the ability to monitor PIV server traffic and ignore the application traffic.**

7. Add a Rewrite rule with outbound blank rule template to rewrite the response redirect to eCASE app server login.aspx. Click Add Rule and enter the name of the rule as 'redirectoutbound'.
  - a. Select <Create New Precondition...> from the Precondition drop-down.
  - b. Click **Add** in the dialog that appears.



- c. Enter {RESPONSE\_STATUS} in the Condition input field and 3[0-9][0-9] in the pattern field. Click **OK**.
- d. Select Server Variable from the Matching scope drop-down.
- e. Enter RESPONSE\_Location as the Variable name.
- f. In the Pattern field enter regex: (.\*)/(.\*)/(.\*)/(Login.\*)
- g. In the Action Value box enter the URL: https://<eCaseAppServer>/eCase/{R:4}
- h. Click **Apply**.
- i. Outbound rule should appear as shown below.

**Edit Outbound Rule**

redirectoutbound

Precondition:

redir Edit...

**Match**

Matching scope:  
Server Variable

Variable name:  
RESPONSE\_Location

Variable value:  
Matches the Pattern

Using:  
Regular Expressions

Pattern:  
(.\*)/(.\*)/(.\*)/(Login.\*) Test pattern...

☒ Ignore case

**Conditions**

**Action**

Action type:  
Rewrite

Action Properties

Value:  
https://qa-ecase2016/eCase/{R:4}

☒ Replace existing server variable value

☐ Stop processing of subsequent rules

All three rules should be in the order shown below:

URLRewrite

**URL Rewrite**

Provides rewriting capabilities based on rules for the requested URL address and the content of an HTTP response.

Inbound rules that are applied to the requested URL address:

Name	Input	Match	Pattern
RequestBlockingRule1	URL path after '/'	Matches	*
ReverseProxyInboundR...	URL path after '/'	Matches	(.*)

Outbound rules that are applied to the headers or the content of an HTTP response:

Name	Input	Match	Pattern	Action Type	Action Value	Stop
redirectoutbound	RESPONSE_Lo...	Matches	(.*)/(.*)/(.*)/(...	Rewrite	https://qa-eca...	False

**Actions**

[Add Rule\(s\)...](#)

[Revert to Parent](#)

**Manage Server Variables**

[View Server Variables...](#)

**Manage Providers**

[View Rewrite Maps...](#)

[View Providers...](#)

**Inbound Rules**

[Import Rules...](#)

**Outbound Rules**

[View Preconditions...](#)

[View Custom Tags...](#)

[Help](#)

## 6.3.8 Step 7: Set the Banner Page location (Two Servers Option)

Run the following sql query in eCASE database with proper PIV Server name to set the banner page location:

Update EC\_CONFIGURATION

SET CONFIG\_VALUE='https://<pivservname>/eCase/Banner/Disclaimer.aspx'

where CONFIG\_KEY='BannerPage'




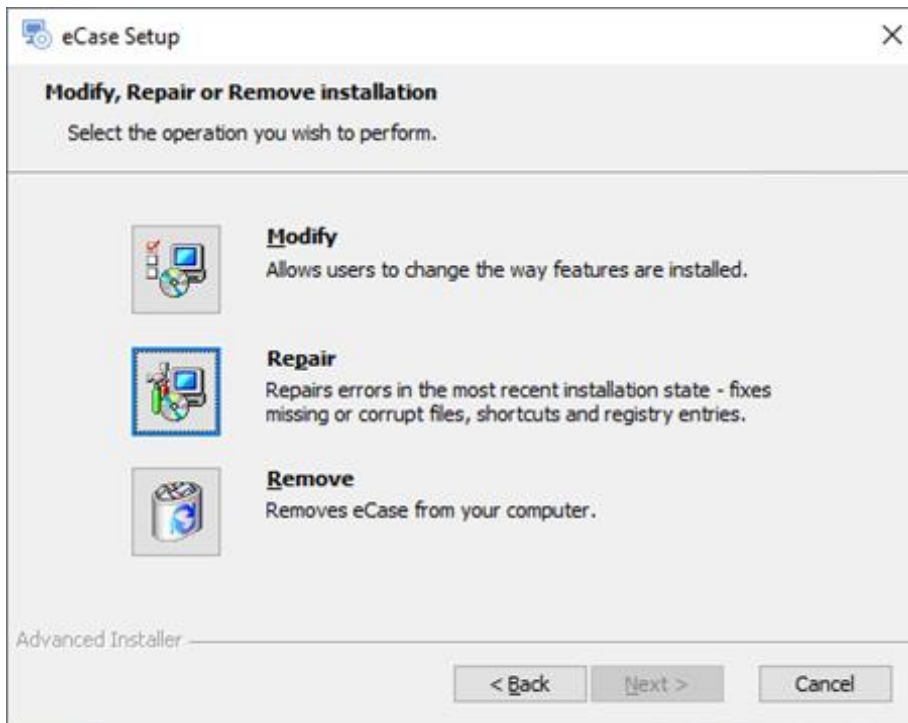
## 7 Application Maintenance

This section provides instructions for using the Application Maintenance Repair feature. Application maintenance should be performed on the application server and/or the server where eCASE components are installed.

The Repair feature automatically detects missing or corrupt files and copies the missing files or copies the original damaged files into the registry and/or installation destination.

**(!!) Note: Preferences stored in the registry may be reset to the default values.**

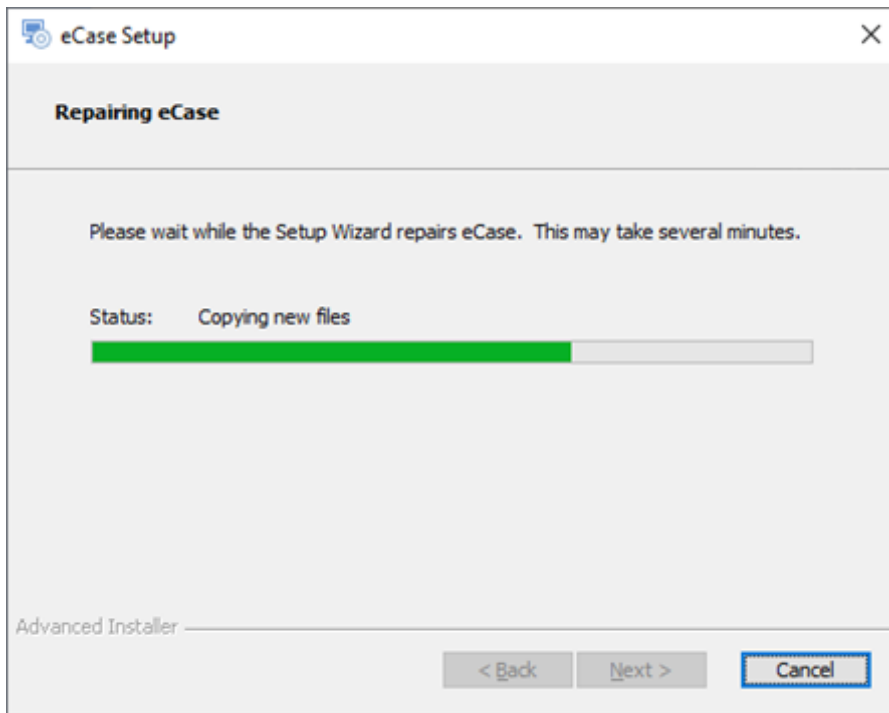
1. Right-click the **Setup.exe** file and select **Run as administrator**.
2. Click Installation  Install eCASE Application. The eCASE Application Server window appears.
3. Make sure the **Set Up New eCASE Application** option is enabled. Locate the License Key file included with the setup CD if the license key is not already populated then click **Continue**.
4. The **Application Maintenance** window appears with the **Modify** option selected. Select **Repair** then click **Next**.



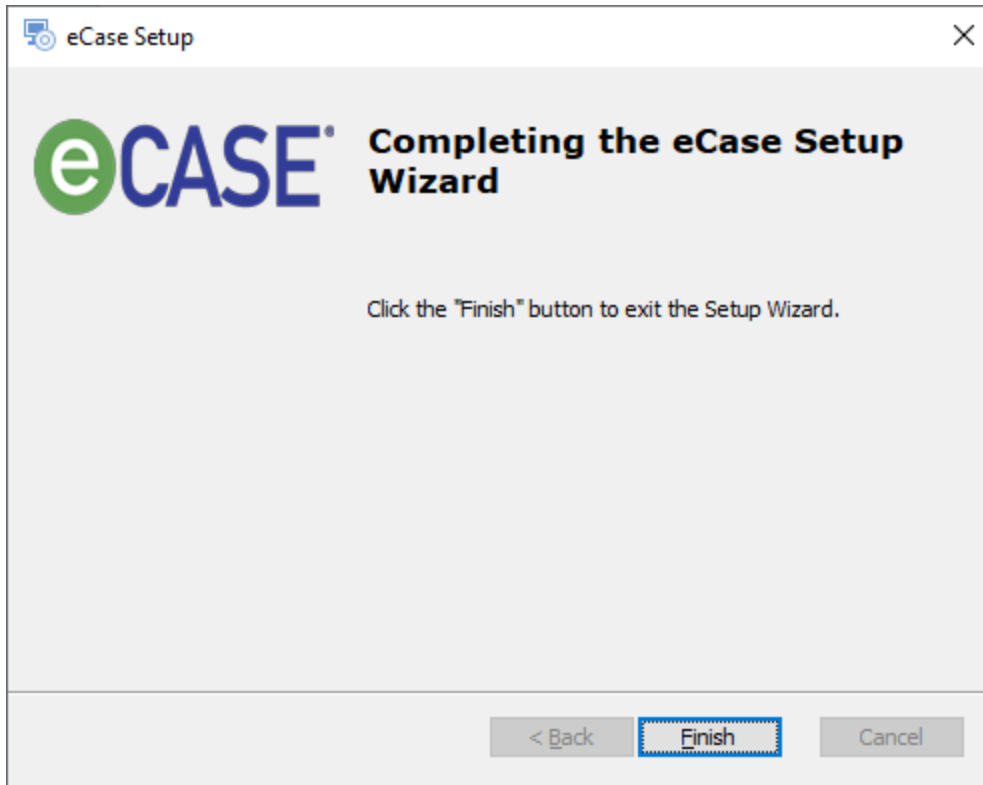
5. The Ready to Repair the Application window appears. Click **Repair** to continue.



6. The Updating System window appears and begins the process of repairing and installing components.



7. The following window appears after the update has completed. Click **Finish** to exit the Setup Wizard.



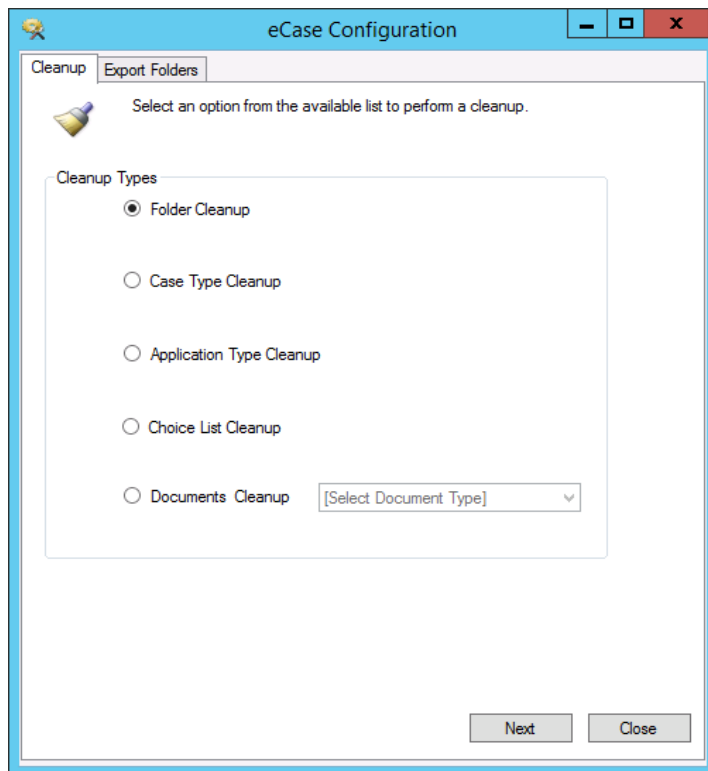
# 8 Cleanup Utility

## 8.1 Cleanup

The **CLEANUP** utility allows users to remove folders, case and application types, choice lists, and documents from the **eCASE** application. To access the utility, follow the steps below:

1. Click **Start > All Programs > eCASE**.
2. Right-click on **eCASE Configuration** and select **Run as Administrator**. The eCASE Configuration window appears.
3. Click the **Cleanup** tab.

**(!!) Note: Cleanup is applicable only when a new Repository is configured.**



## 8.2 Folder Cleanup

This option will remove folders and data from the eCASE application. Because Folder Cleanup is the first option, it is also the default option.

1. Click **Next**.
2. Select one of the options outlined in Table 0-1 then click **Next**.

**(!!) Note: This tool will not copy the folders and its related document data.**

Field Name	Description
Folder ID	The unique identifier for a folder.
Received Between	The beginning and ending dates a task/case was received.
Closed Between	The beginning and ending dates a task/case was closed.
Case Types	The type(s) of requests or documents related to cases/tasks.
Application Types	The type(s) of requests or documents related specifically to the application.





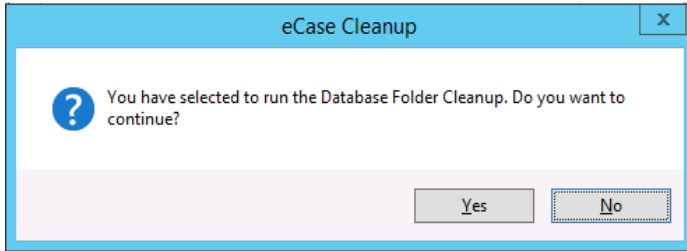
The screenshot shows the 'eCase Configuration' window with the 'Cleanup' tab selected. The 'Export Folders' sub-tab is active, displaying a section titled 'Select folders to delete.' Below this, the 'Folder details' section contains five radio button options: 'Folder ID' (selected), 'Received between', 'Closed between', 'CaseTypes', and 'Application Types'. Each option has a corresponding input field. The 'Folder ID' field is empty. The 'Received between' and 'Closed between' fields show the date '01/08/2016'. The 'CaseTypes' field contains the text 'Service Request'. The 'Application Types' field contains the text 'Help Desk'. A note at the bottom of the 'Folder details' section reads: 'Note: Enter valid folder ID to delete. To delete all folders, type \* in the Folder ID text box.' At the bottom of the window are three buttons: 'Back', 'Next', and 'Close'.

4. Click **Cleanup** to remove the folder and data contained in the folder.

The screenshot shows the 'eCase Configuration' window with the 'Cleanup' tab selected. The 'Cleanup' sub-tab is active, displaying a section titled 'Cleanup' with the instruction 'Click on the Cleanup button to start the cleanup process.' At the bottom of the window are four buttons: 'Back', 'View Log', 'Cleanup', and 'Close'.

5. Click **Yes** on the verification message to proceed with the cleanup.



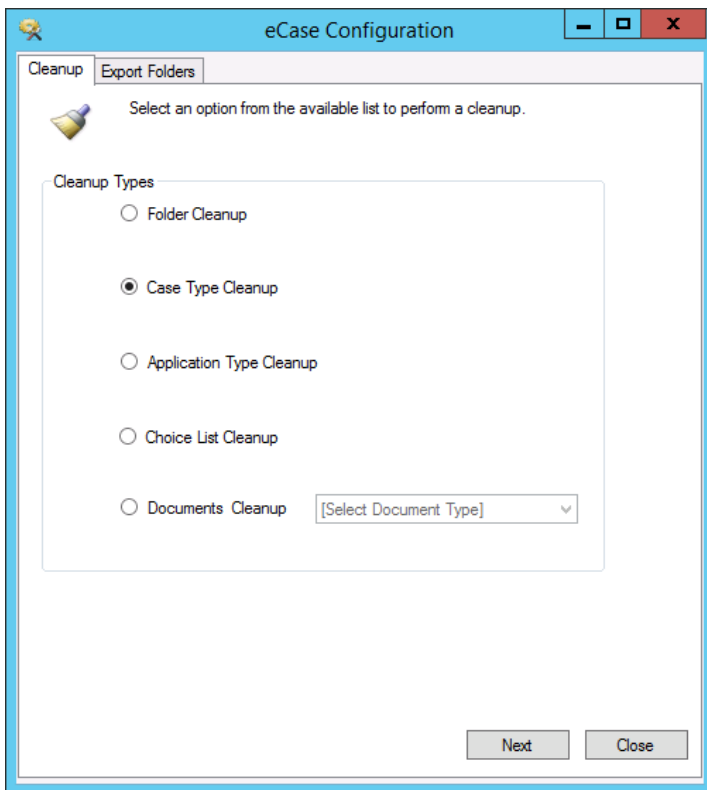


6. The *Cleanup* tab changes to display messaging regarding the cleanup process.
7. The following message appears once the cleanup process has ended. Click **OK** to close the message.

## 8.2.1 Case Type Cleanup

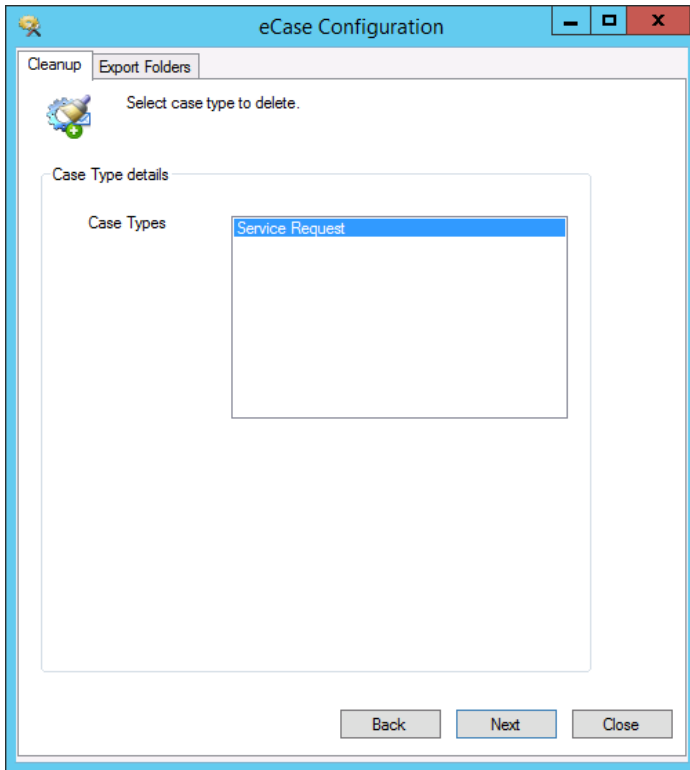
This option removes Case Types from the **eCASE** application.

3. Select the Case Type Cleanup option then click **Next**.

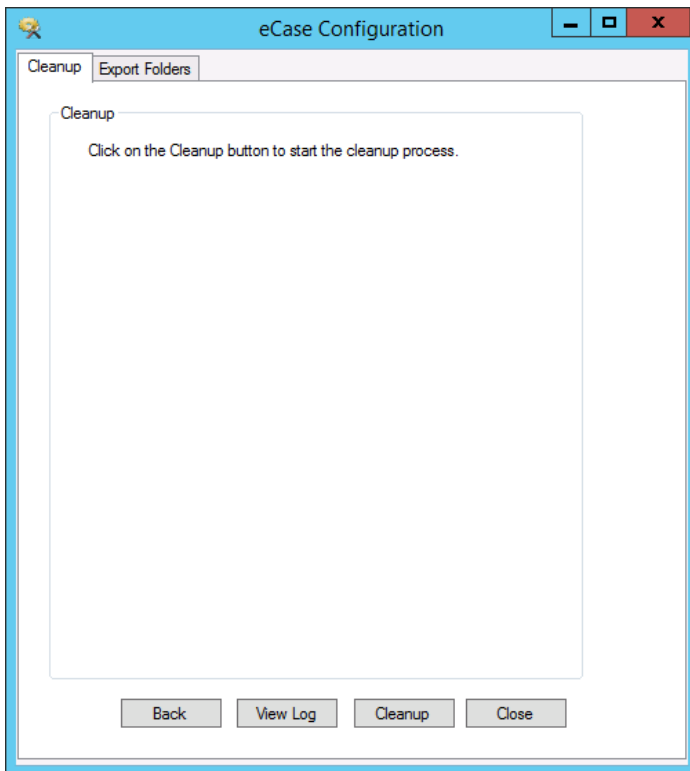


4. Select from the available list then click **Next**.





5. Click **Cleanup** to clear the selected case types from the application.



6. Click **Yes** on the verification message to proceed with the cleanup.
7. The *Cleanup* tab changes to display messaging regarding the cleanup process.

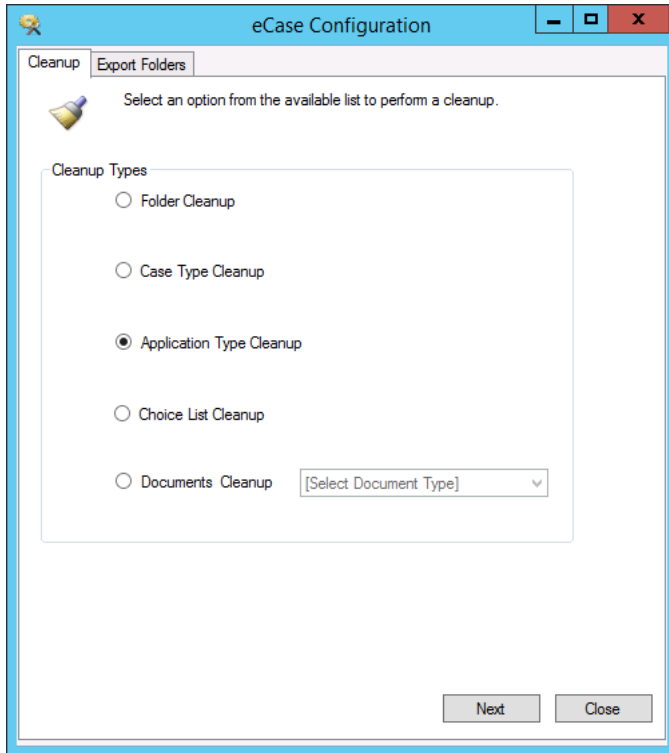


8. Click **OK** to close the message.

## 8.2.2 Application Type Cleanup

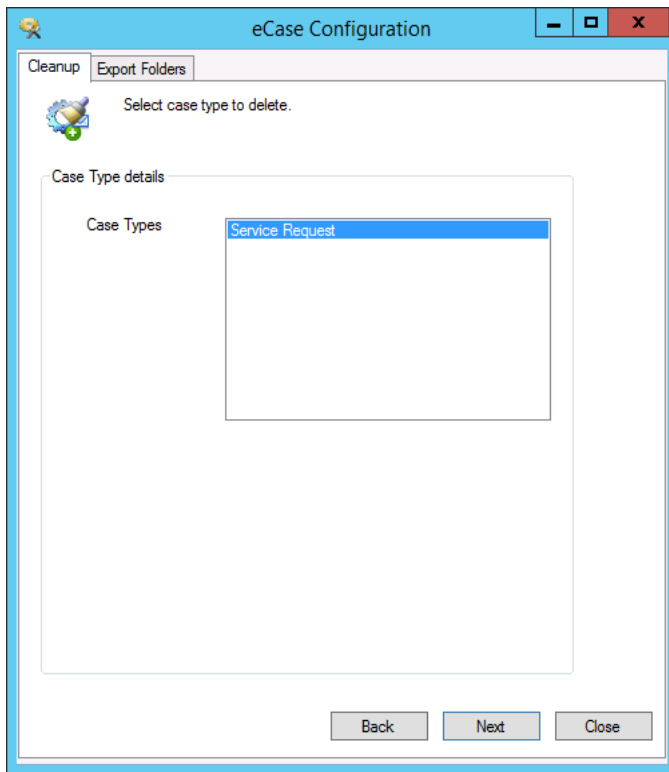
This option removes Application Types from the **eCASE** application.

1. Select the **Application Type Cleanup** option then click **Next**.

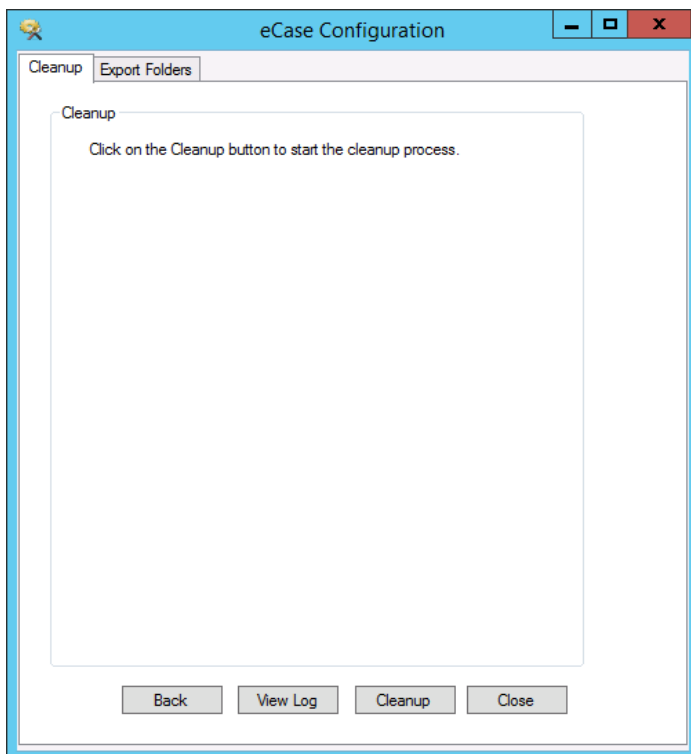


2. Select from the available list then click **Next**.



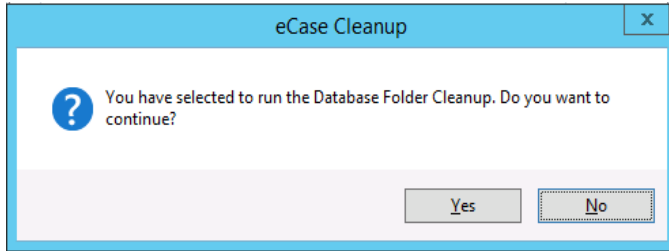


3. Click **Cleanup** to delete the selected Application Type.



4. Click **Yes** on the verification message to proceed with the cleanup process.



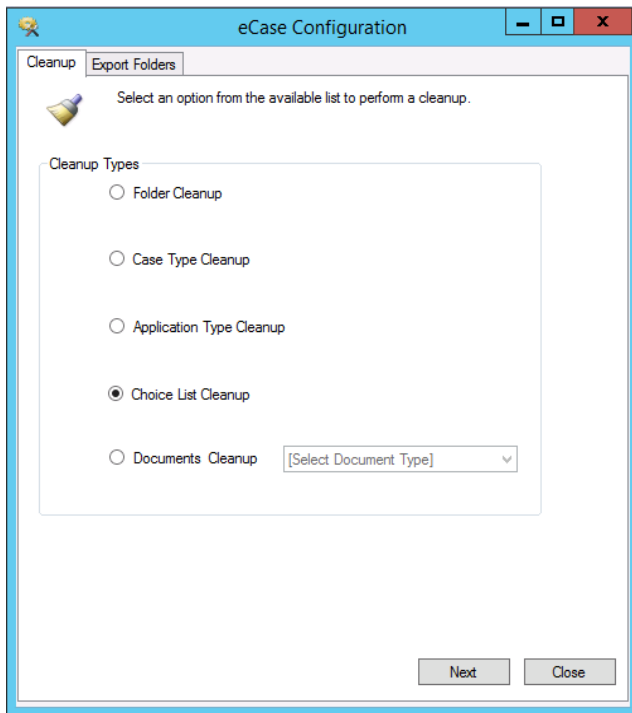


5. The **Cleanup** tab changes to display messaging regarding the cleanup process.
6. A confirmation message appears once the cleanup process has ended. Click **OK** to close the message.

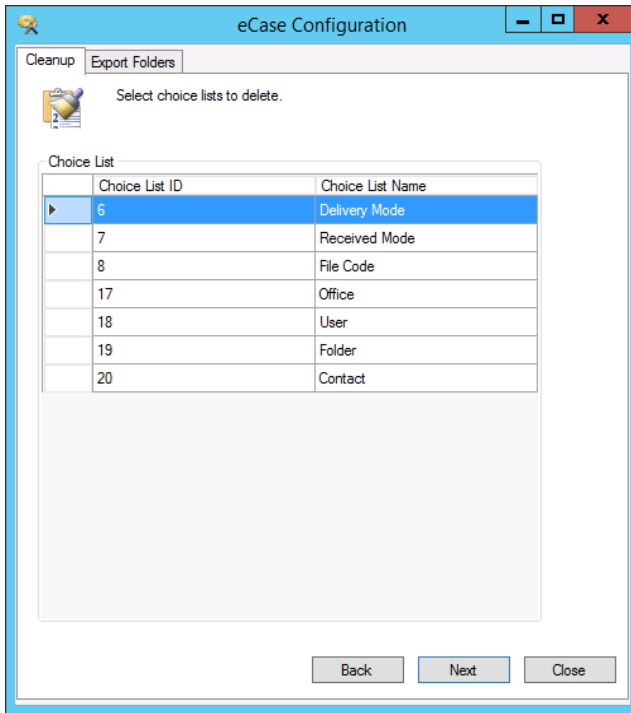
### 8.2.3 Choice List Cleanup

This option removes Choice List(s) from the eCASE application.

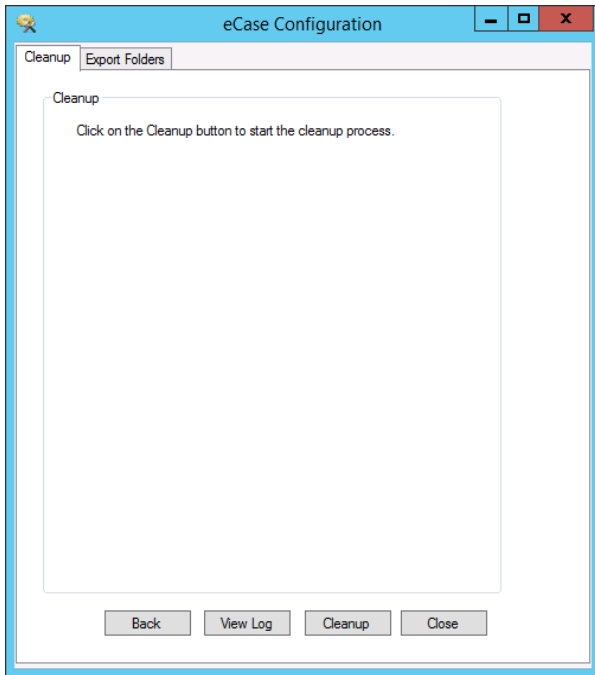
1. Select the Choice List Cleanup option and click **Next**.



2. Make a selection from the available list then click Next. Use the <Shift> or <Ctrl> keys to make multiple selections.



3. Click **Cleanup** to delete the selected choice list.



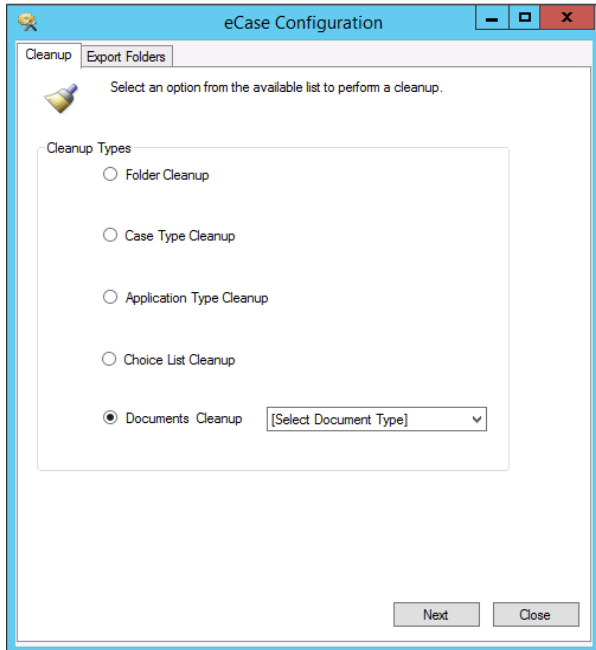
4. Click **Yes** on the verification message to continue with the cleanup process.
5. The *Cleanup* tab changes to display messaging regarding the cleanup process.
6. The following message appears once the cleanup process has ended. Click **OK** to close the message.



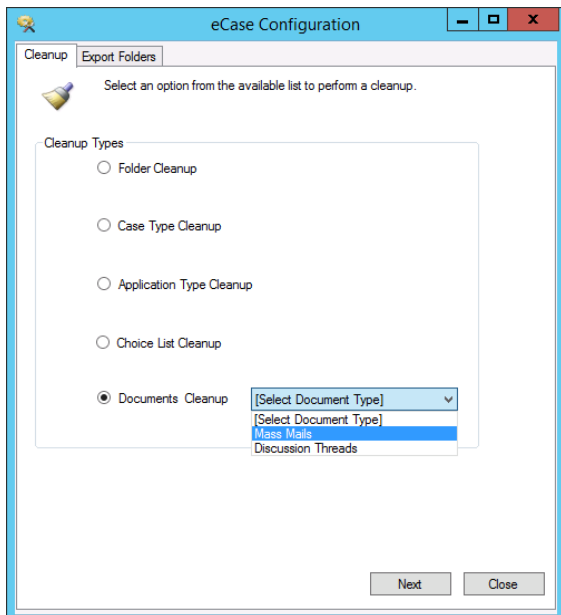
## 8.2.4 Documents Cleanup

This option removes Documents from the eCASE application.

1. Select the **Documents Cleanup** option. The list box is enabled.



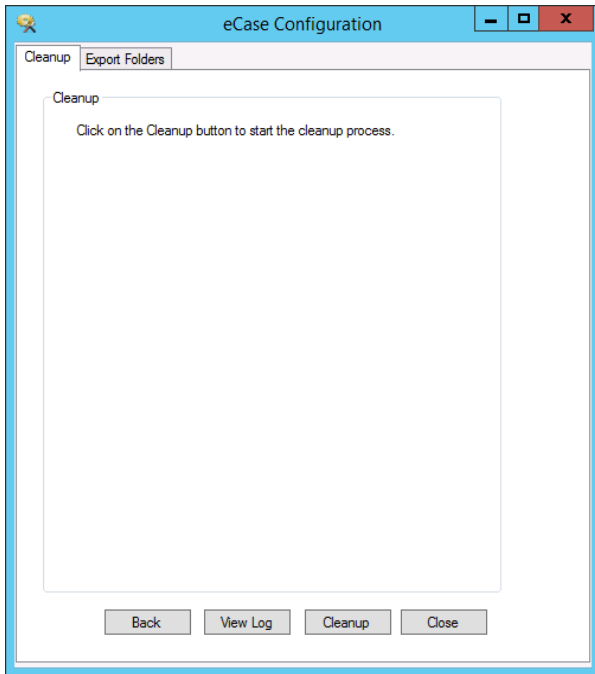
2. Select for the type of document to remove then click **Next**.



3. Click **Cleanup** to delete the selected document.





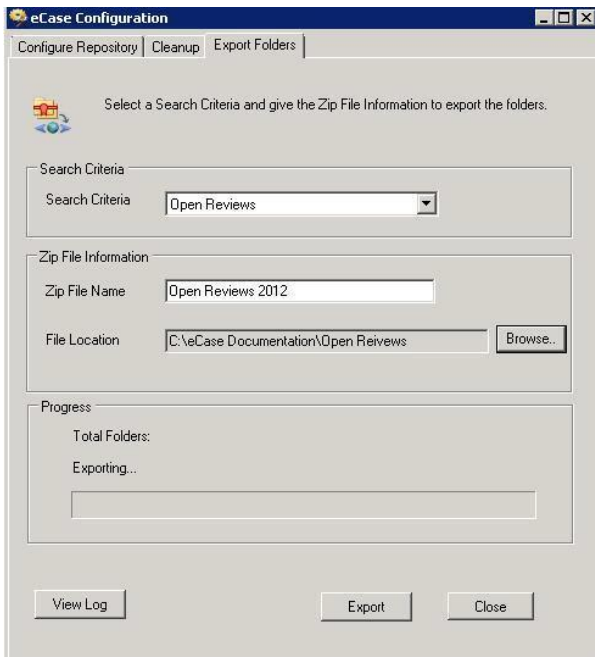


4. Click **Yes** on the verification message to proceed with the cleanup process.
5. The Cleanup tab changes to display messaging regarding the cleanup process.
6. The following message appears once the cleanup process has ended. Click **OK** to close the message.

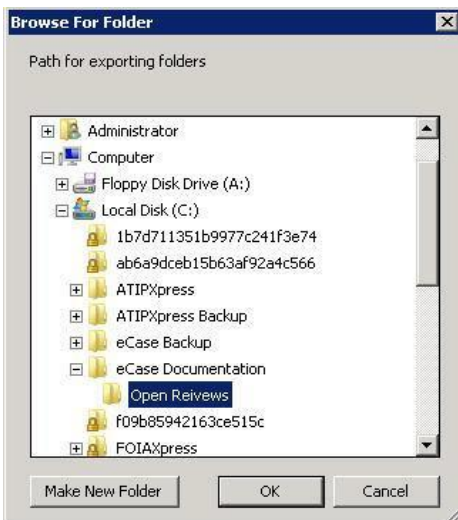
## 8.3 Export Folders

The Export Folders feature provides the user with the capability to transfer folders and attachments into the eCASE system based on search criteria. Large quantify of folders can be exported by batch into the system by compressing the folders and its contents into a ZIP file.

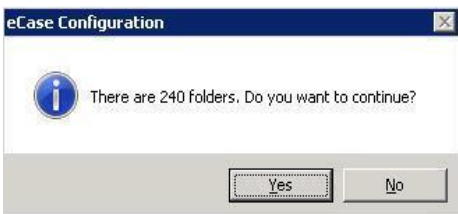
1. Click **Start > All Programs > eCASE**.
2. Right-click on eCASE Configuration and select Run as Administrator. The eCASE Configuration window appears.
3. Click the Export tab.
4. Select search criteria from the drop-down list and enter the name of the ZIP file in the available field.



5. Click **Browse**. The *Browse for Folder* window appears. Select the location to store the ZIP file then click **OK**.

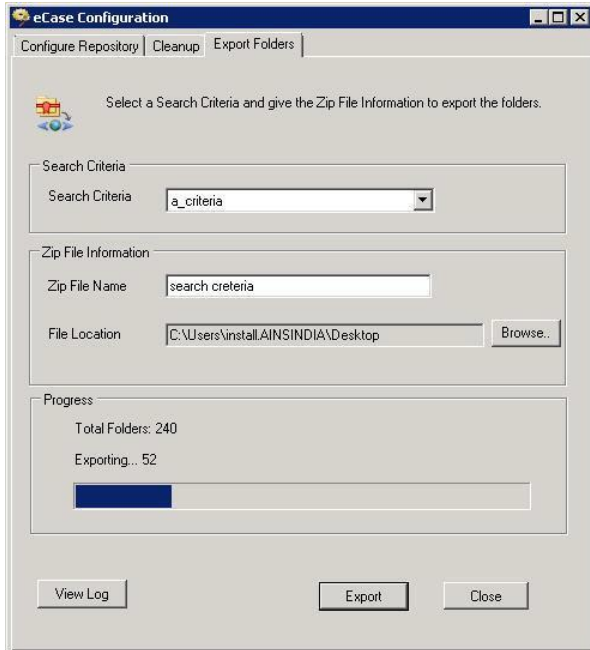


6. Click **Export** to continue. A verification message appears indicating the amount of folders to be exported.



7. Click **Yes** to begin exporting folders to the designated destination. The eCASE Configuration window changes to display the progress of the export.





8. A confirmation message appears once the export completes.



9. Click **OK** to close the message and return to the Export Folders tab.

10. Click **Close** to exit the eCASE Configuration utility.

## 9 eCASE Uninstallation

This section provides instructions on uninstalling the eCASE Application from the application server.

### 9.1 Uninstalling the eCASE Application

The eCASE application can be uninstalled manually or by using the eCASE SETUP WIZARD. If you attempt to uninstall the application using the setup wizard, it will automatically detect the previous installation and redirect you to uninstall the application. The uninstall process occurs on the application server.

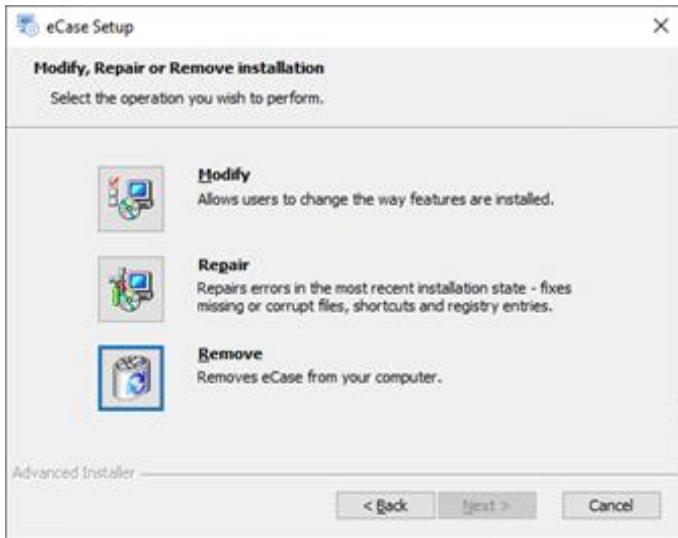
**(!!) Note: To manually uninstall the application click Start > All Programs > Control Panel > Programs and Features. Select eCASE then click Uninstall. The application will be removed from the server.**

1. Double-click the eCASE > Server folders.
2. Right-click on the SETUP.EXE file and select Run as Administrator.
3. Click **Installation > Install eCASE Application**. The eCASE Application Server window opens with the Set up new eCASE application option selected.
4. Locate the **License Key** file included with the setup CD if the license key is not already populated then click **Continue**.

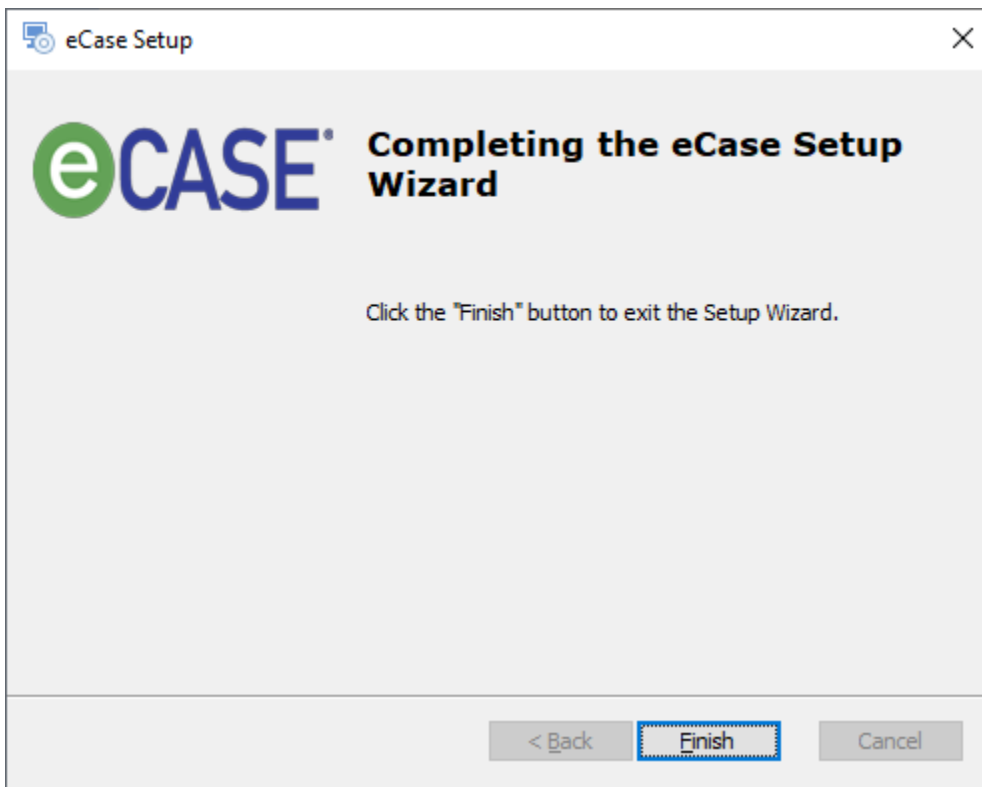
**(!!) Notes:**

- **To avoid manual selection of the license key, make sure the license key file is in the same folder as the SETUP.EXE file.**
  - **If a previous version of eCASE already exists a verification message will appear. Click Yes to uninstall the previous version of the application or click No to exit the uninstall process.**
  - **The Windows Installer window appears briefly. After several seconds, the eCASE Setup window appears with Modify selected as the default.**
5. Select **Remove** and click **Next**. The **eCASE Uninstall** window appears.





6. Review the information on the window then click **Next**. The **Updating System** window appears.
7. Click **Finish** to close the **eCASE Setup** window once the application is uninstalled.



**(!!) Notes:**

- The Setup Wizard may detect services that are actively running on the server. When this occurs a message window will appear indicating so. Select the appropriate action to close the message window to resume the uninstallation process.



- It is highly recommended not to interrupt the Updating System process. If you must, click Cancel.
- The eCASE Setup window will appear. Review the information before proceeding then click Exit Setup to stop the uninstall process or Resume to continue with the uninstallation.
- Exiting the uninstall process while the system is updating will not remove the entire application. You must restart the uninstall sequence of steps to completely remove the application from the server.

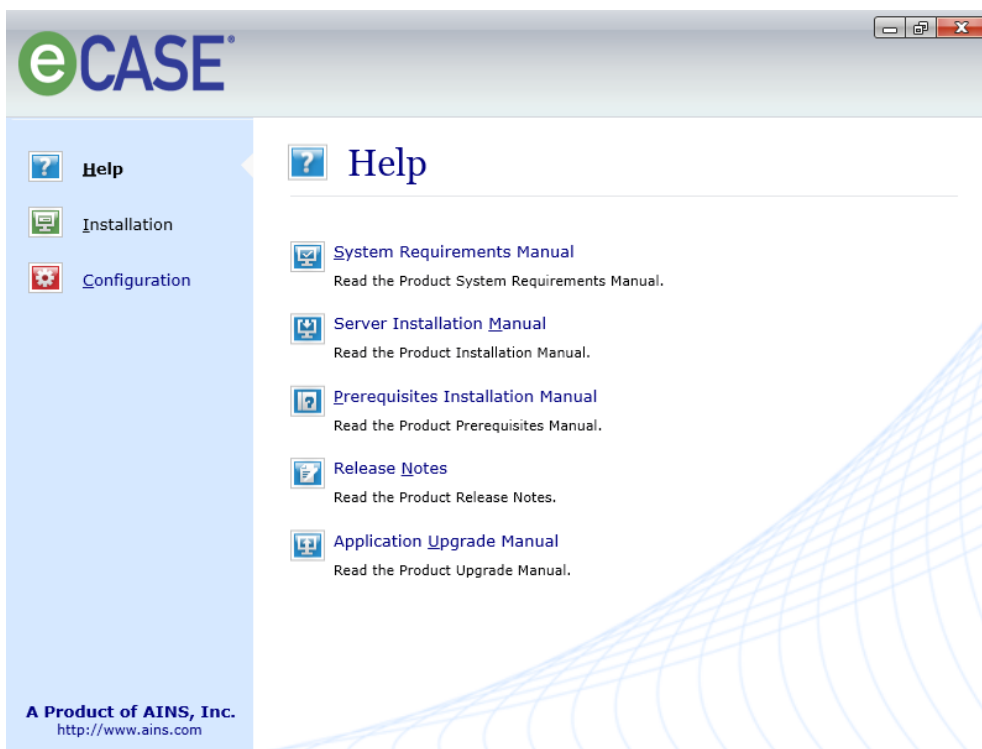


# 10 Un-installation Steps for eCASE Add-on Modules

## 10.1 Uninstall eCASE OCR Components

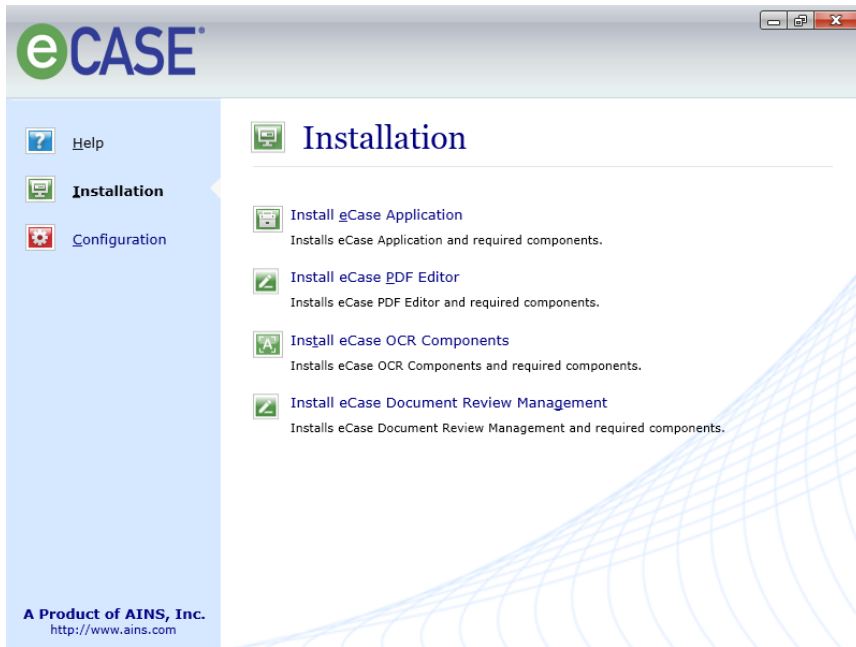
To uninstall eCASE OCR Components, follow the steps below.

1. Open **Server** folder.
2. Run the **Setup.exe** as Run as administrator.

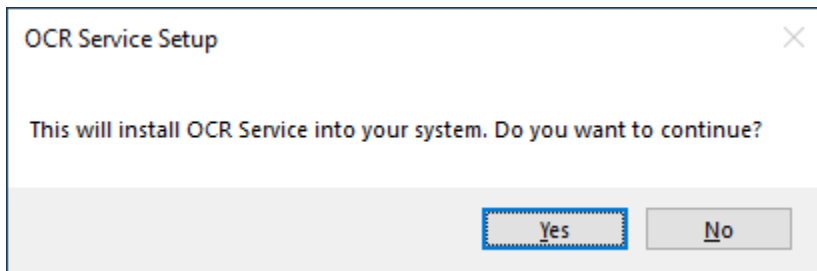


3. Click **Installation** and click **Install eCASE OCR Components**.





4. Click **Yes** to continue.



5. Click **Next** to continue.



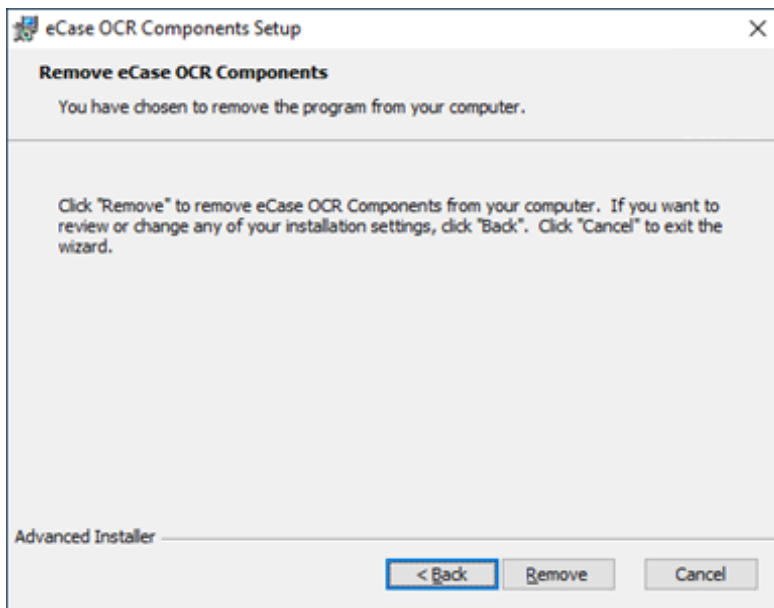
6. Application Maintenance screen will prompt. Select **Remove** and click **Next**.





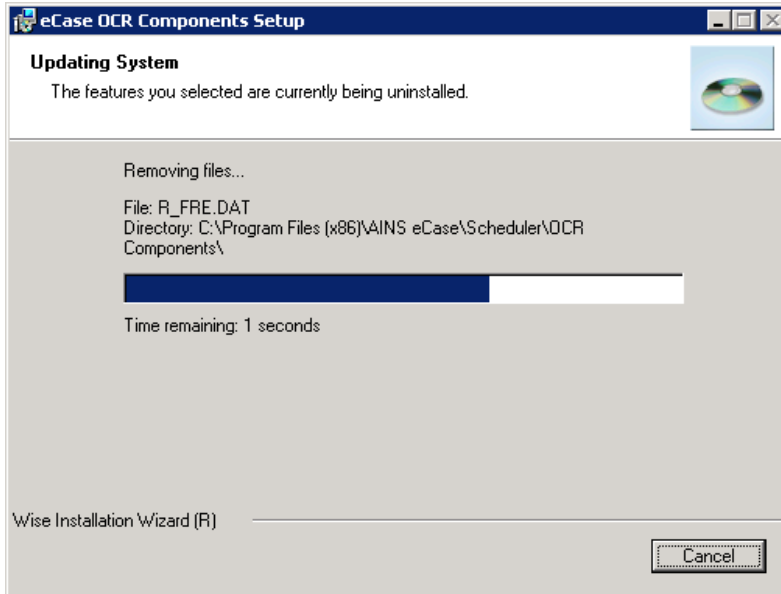


7. Click **Remove**.

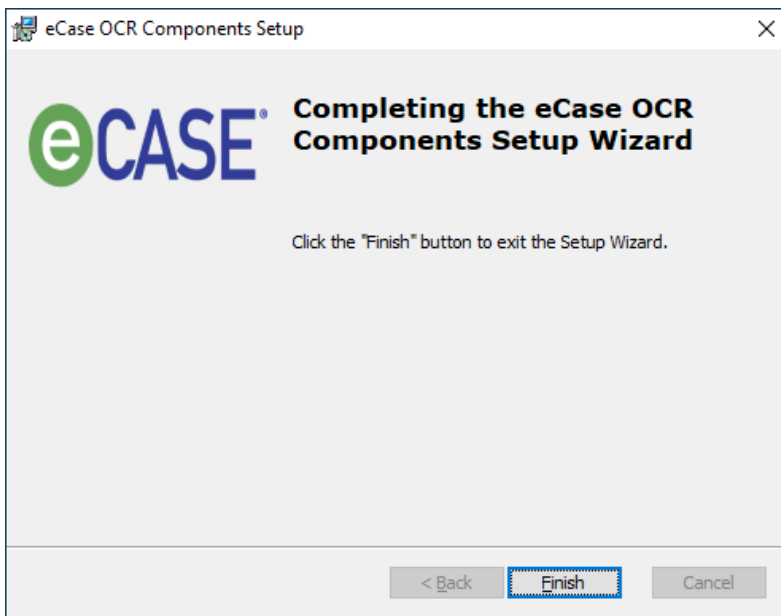


8. Wait for uninstallation to complete.





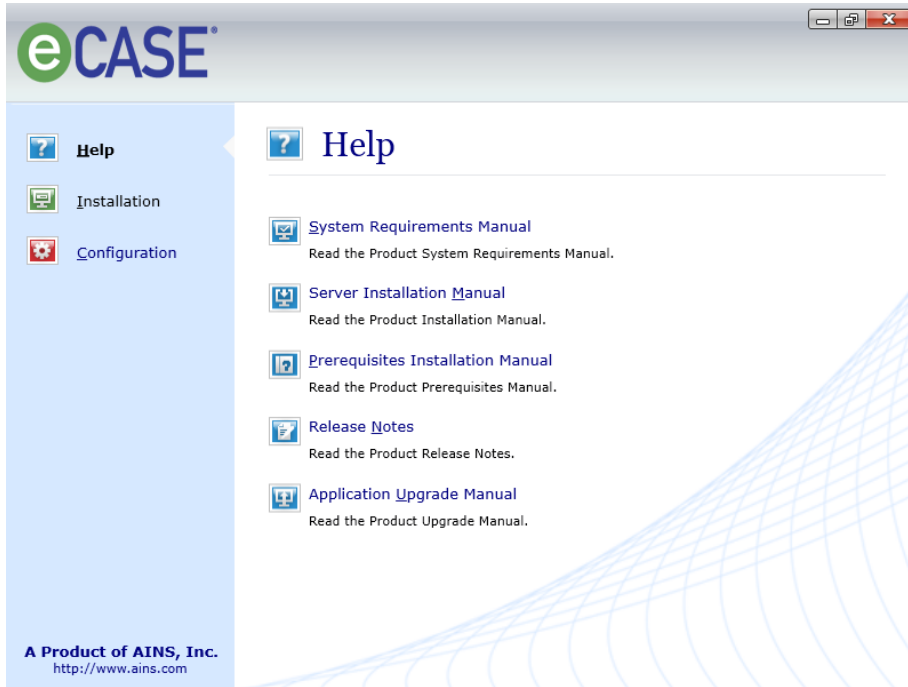
9. Click **Finish**.



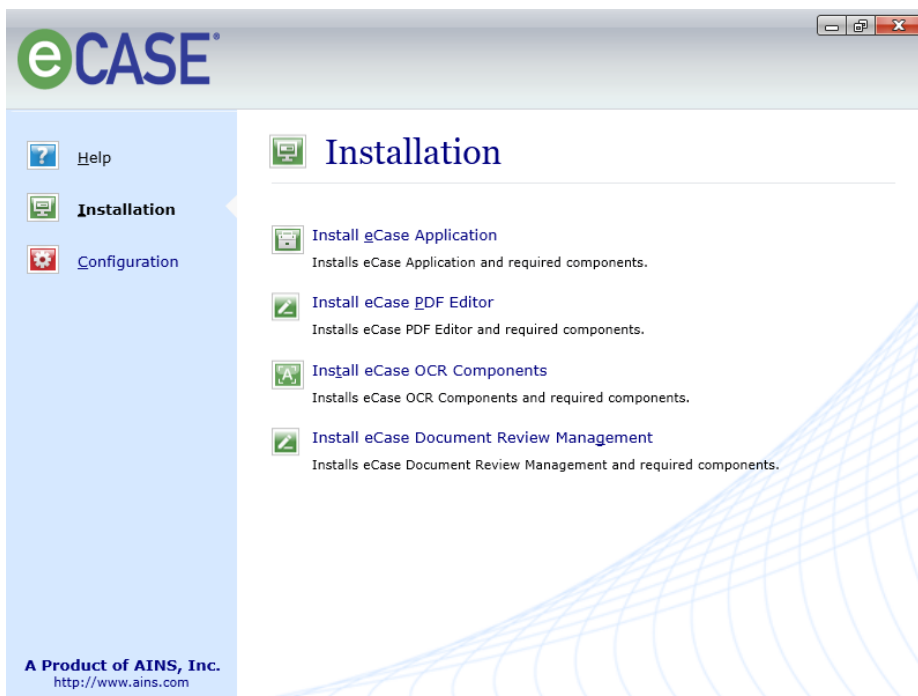
## 10.2 Uninstall eCASE PDF Editor

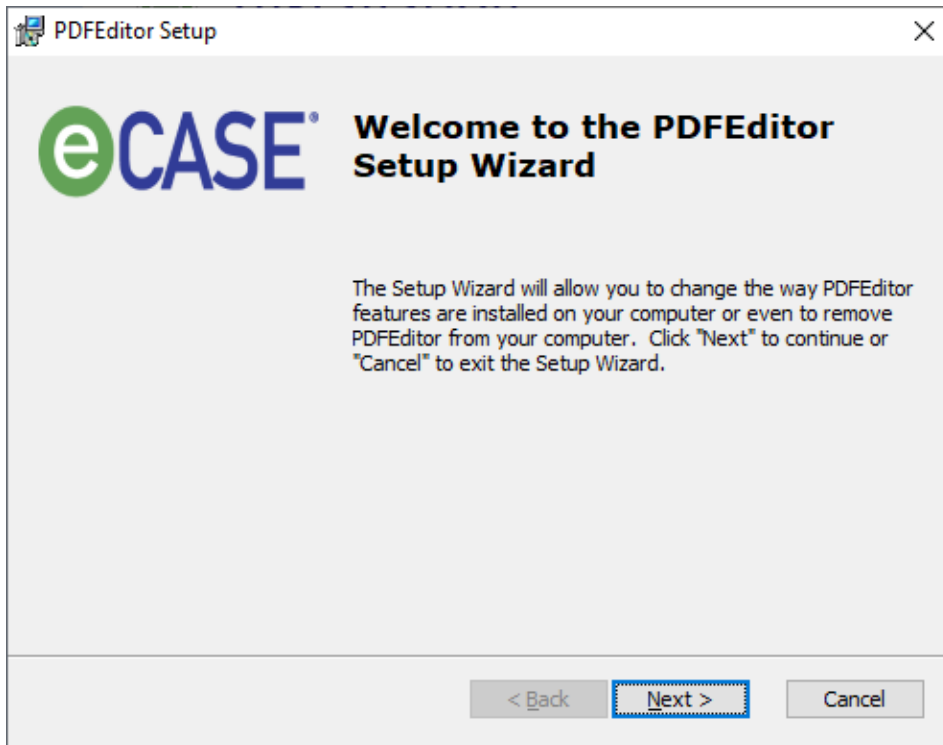
To uninstall eCASE PDF Editor, follow the steps below.

1. Open **Server** folder.
2. Run the **Setup.exe** as Run as administrator.

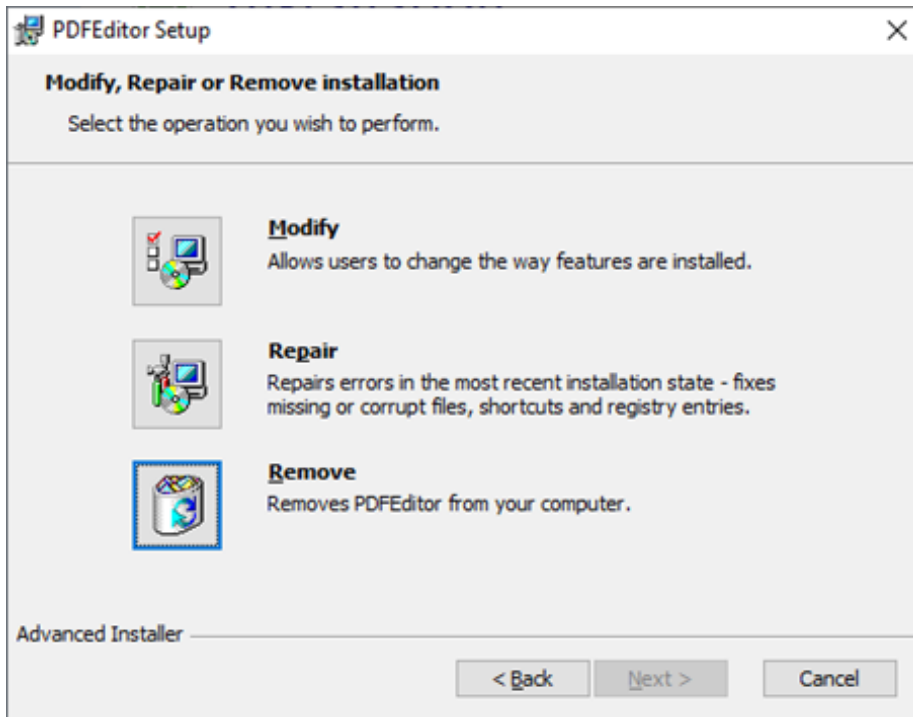


3. Click **Installation** and click **Install eCASE PDF Editor**.



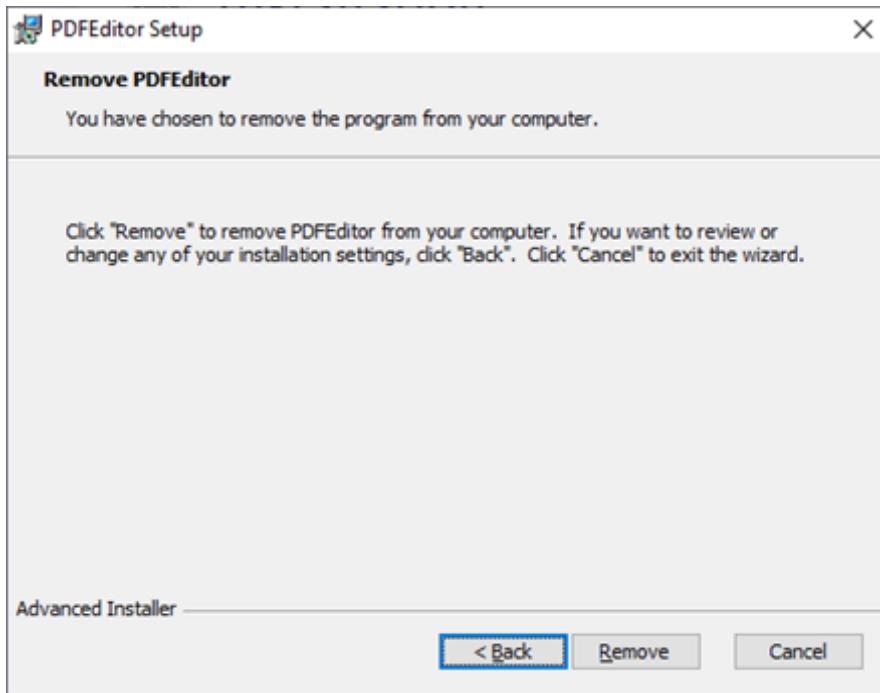


4. Application Maintenance screen will prompt. Select **Remove** and click **Next**.

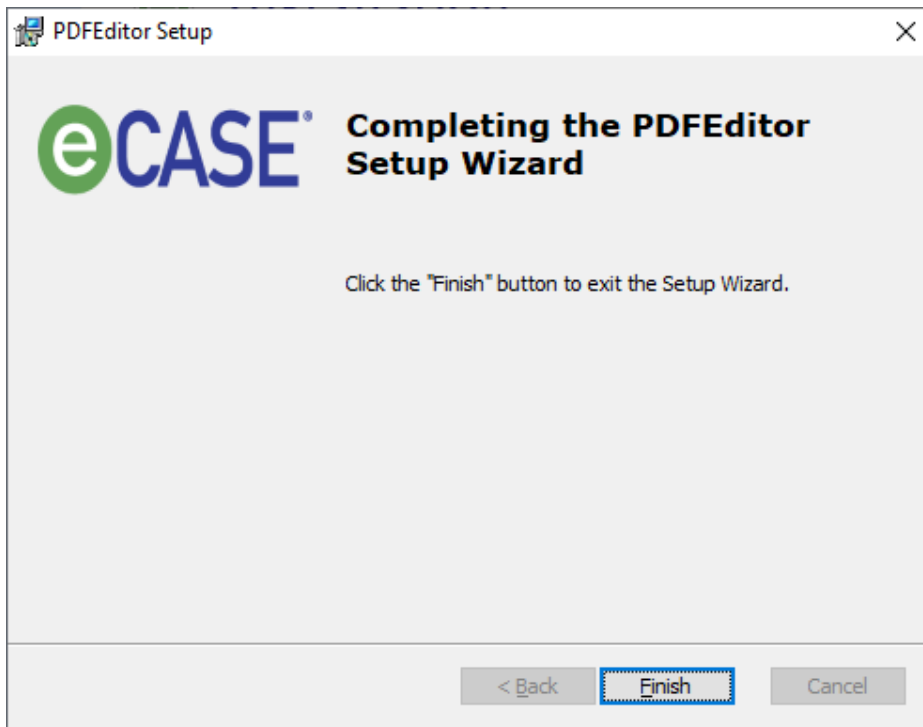


5. Click **Remove**.





6. Wait for uninstallation to complete.
7. Click **Finish**.



# 11 Troubleshooting

## 11.1 Syntax error while accessing the Folder Tabs

Problem:

Why is a Syntax error being observed while accessing the Folder Tabs?

Solution:

Reset Internet Explorer settings to their default condition.

To reset **Internet Explorer** settings follow these steps:

1. Exit all programs, including **Internet Explorer** (if it is running)
2. Click **Start**, type *inetcpl.cpl* and press **Enter**. The **Internet Options** dialog box appears.
3. Click the **Advanced** tab.
4. Under **Reset Internet Explorer** settings, click **Reset**. Then click **Reset** again.
5. When Internet Explorer finishes resetting the settings, click **Close** in the **Reset Internet Explorer Settings** dialog box.
6. Start Internet Explorer again.

## 11.2 Failed to decrypt using provider 'RsaProtectedConfigurationProvider'

Problem:

Failed to decrypt using provider '**RsaProtectedConfigurationProvider**'. Error message from the provider: The RSA key container could not be opened.

Solution:

Execute a command to provide the AppPool account of eCASE.

1. Open Command prompt.
2. Go to C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727
3. Execute aspnet\_regiis -pa "NetFrameworkConfigurationKey" "Network Service" by providing the AppPool account of eCASE.



\* **Network Service** is the AppPool account of **eCASE** if the AppPool account is **Windows Domain** User account, you have to provide like **DOMAIN\UserName**.

If the issue persists even after following the above-mentioned procedure, provide the Read, Read & Execute, and List Folder Contents permissions for the Network Service User to inherit the permissions from the parent to all its child objects on the following Path.

C:\ProgramData\Microsoft\Crypto\RSA\MachineKeys

## 11.3 Default NTFS Permissions and User Rights for IIS

For default NTFS File System Permissions and User Rights for IIS, please *refer to the link below*:

<https://support.microsoft.com/en-us/help/981949/description-of-default-permissions-and-user-rights-for-iis-7.0-and-later>

## 11.4 Unable to install application by someone other than Initial Installer

Problem:

A user wants to perform a fresh installation of the application and removes the previous installation using the Control Panel, Programs and Features Uninstall function. Once the application is removed a warning message appears when attempting to re-install the application: " eCASE application version (x.x.x.x) has been initially installed by a different user. Please log out and re-login with the aforementioned user account to continue with the installation of version x.x.x.x." ('x' represents the version number).

Solution:

Manually remove the following keys from the registry:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-21-

1522637160-2486600271-3587380157-

4220\Products\3079D6522DDCB1541B9F9E2910894CB7



HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{256D9703- CDD2-451B-B1F9-E9920198C47B}

## 11.5 Error uploading large attachments

Problem:

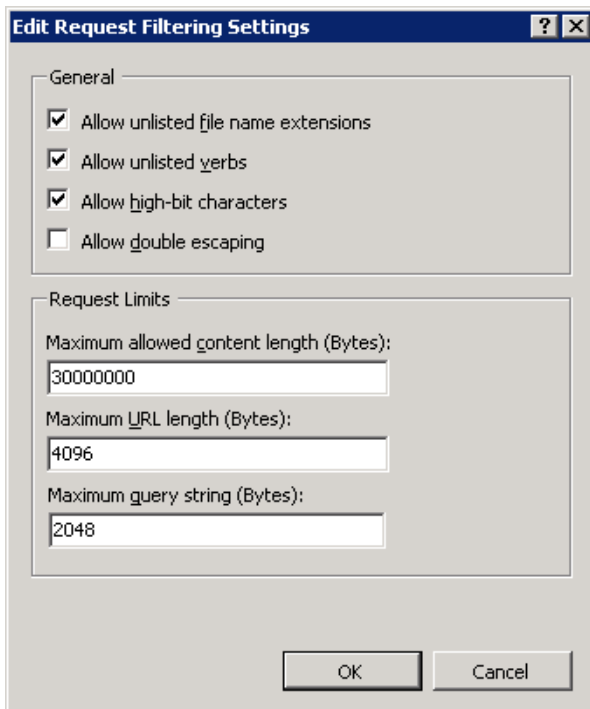
Error while uploading large files as attachments into eCASE

Error: System.Net.WebException: The remote server returned an error: (404) Not Found.

Solution:

Follow the steps below to resolve the issue.

1. Open IIS Manager by selecting **Start > All Programs > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Expand the **Server node > Sites > Default Web Site** and select **eCASE**.
3. In Feature View, double-click **Request Filtering**.
4. In the Actions pane, click **Edit Feature Settings**.
5. In **Edit Request Filtering Settings** window, change the value of **Maximum allowed content length (Bytes)**. By default, 30 MB is the size. You can increase to your desired value. Example: Change the value to 52428800, then application will support up to 50 MB.





**(!!) Note: Please restart IIS after you make the required changes.**

