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childcare services

Installation Guide

ACCEO Childcare Services Software

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Versions (S) (NS) (CANADA)
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your performance

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Introduction

The *Installation Guide* is designed to help you install the software by providing you with detailed information for each step of the procedure.

The installation procedure depends on your work environment. Before you start installing the software, you should identify the proper procedure to follow with your work environment. We therefore recommend that you read the section named Determining the Appropriate Installation Procedure.

Terminology

Here are the definitions of technical terms used in this guide.

Database
A structured set of interrelated files in which data is organized according to certain criteria to allow for easy use.

Server
Component of a client/server model consisting of software that manage a resource, which can be used remotely by network users from their own computers (called clients).

Client/server model
Computer model based on distributed processing in which a user runs a client software from a network computer, simultaneously triggering the start of a server software installed on another computer with the resources that the user needs.

Dedicated server
Server that is used for specific functions in a network, but that cannot be used as a workstation.

Shared folder
Folder created on a network computer folder and accessible from the other computers on the same network.

Connection
Operation that establishes a connection between two devices.

Network administrator
Person responsible for the planning, configuration and management of the day-to-day operations of a network. The network administrator can also be called **system administrator**.

Workstation
In the Windows environment, the entire resources of the computer. Used here to refer to a computer that is not a dedicated server.

Recommended hardware configurations

ACCEO Childcare services is a client-server application that installs on a PC or server. The following technical specifications are recommended for optimal performance:

- **Operating system**

  Windows Server 2019
  Windows Server 2016
  Windows 11
  Windows 10

- **SQL Serveur (main computer / server)**

  2016 or 2019 SQL

- **RAM**

  8 Go

- **Disk space (application)**

  2 Go

- **Disk space (server database) ***

  20 Go

- **Screen resolution**

  1280 x 800 or more

- * Database disk space is only needed on the server and can vary depending on the volume of data saved.

Although more economic, environments with non-dedicated servers (peer-to-peer) are much slower and could be a source of inconvenience. As the risk of data corruption is greater, we recommend that you install the software on a dedicated server.

The reliability and stability of the network as well as the data processing speed are directly related to the power of your computer system. Ideally, the server and workstations should be equipped with a system meeting or exceeding the recommended specifications.

Determining the Appropriate Installation Procedure

Before you install ACCEO Childcare services, you should determine the installation procedure you must to follow based on your work environment. ACCEO Childcare services is a client/server application which can be used in standalone (on a single workstation) or within a network (multiple workstations linked to one another and accessing a SQL database server).

The installation options are:

- Single‑station installation,

- Network installation, peer-to-peer,

- Network installation with dedicated server,

- Network installation with SQL server already installed.

Installation Requirements

We recommend that you review the information below to ensure that you have all the information you need to install ACCEO Childcare services.

Single-station installation

Permissions

When installing and launching ACCEO Childcare services the first time, you must have administrator rights on the computer on which you want to install the program. See your network administrator regarding this matter.

Network installations (peer-to-peer or with server)

Administrator permissions

When installing ACCEO Childcare services and launching it for the first time, you must have administrator rights on the computer on which you want to install the program. See your network administrator regarding this matter.

Network connections must use the TCP/IP protocol

The TCP/IP protocol defines how your computers should communicate, i.e. the format and sequence of exchanged data. ACCEO Childcare services uses this reliable, stable and fast protocol which has become a standard in information processing. See the online help of your operating system to check if the TCP/IP protocol is activated on all servers and workstations of your network.

> We recommend that you use only the TCP/IP protocol. Multiprotocol networks may cause instability.

Domain name resolution must be active on your network

Domain name resolution allows your workstations to communicate with the server using their name rather than their IP address.

- In the case of **peer-to-peer** networks, domain name resolution should already work without any intervention on your part. For a quick verification, open the *Windows Explorer*. If you can browse in the network neighborhood all the way to your server, it means domain name resolution is working.

- In the case of a network **with a domain server**, you must have an active and correctly configured DNS or WINS service on the server.

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If you have any doubts, your technical support expert can help you with this matter.

"Server" service must be active on the server

The network service called "Server" must have the *Started* status and the startup type must be set up to *Automatic*.

You can verify these settings by clicking the **Start** menu, then **Control Panel** and **Administrative Tools/Services**. This service allows Windows file sharing as well as other important network services used by ACCEO Childcare services.

The server's local drive must be C

In some rare cases, a server's local drive could be *D:* or *E:*. However, the *C:* drive must exist for the installation of ACCEO Childcare services's SQL database server. If your local drive is not C:, ask your network technician to fix the situation.

The firewall must allow MSSQL communications

If your server is protected by a firewall, this firewall must be set up to let MSSQL (Microsoft SQL Server) communications go through for your internal network. The ports to activate are:

- Port 1433 in TCP only,
- Port 1434 in UDP only.

The firewall must allow Windows file sharing

For certain operations (backups, updates, data export, etc.), ACCEO Childcare services has to transfer files between workstations and the server. To do so, the software uses standard Windows file sharing. Thus, your firewall must allow Windows file sharing. The ports to activate on your firewall are:

- Ports 137 to 139 in TCP and UDP.

See with your network technician that your firewall is correctly set up.

Your firewall protects your server from intrusions coming from the Internet and your network.

The mentioned ports allowing access to the server between the firewall and the Internet must be closed to avoid giving access to your data to unauthorized people. However, the ports managing access between the firewall and your local network must be open to allow for data exchange between the workstations and the server.
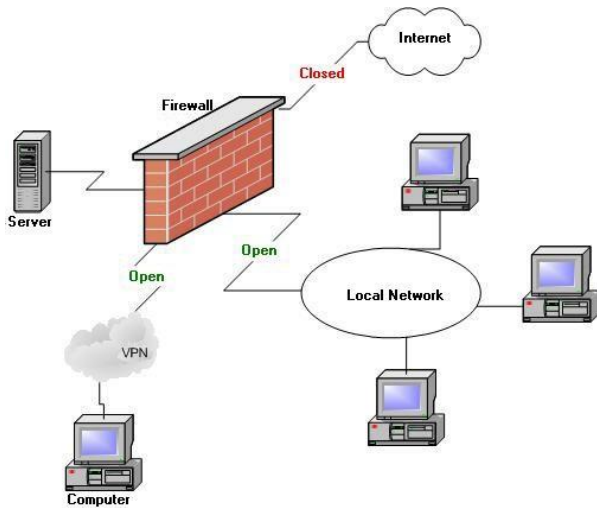
Access to shared

Here is the list of directories to share according to the used version of ACCEO Childcare services:

- **G2006_EN** : for customers with the **S Edition**
- **SMART2007_EN** : for customers with the **Canada Edition**
- **SDGX_EN** : for customers with the **NS Edition**

ACCEO Childcare services users must have read and write permission on that shared folder. This share is created on the server during the installation.

VPN access

A VPN allows a user in remote access to do what they usually do on their PC when it is physically logged on to the network while the user is in the office.

For instance, the user can read emails from the email server, view Intranet sites (thus, non-accessible from outside), access files on the file server, etc.

Users connected via VPN must be authenticated in the server's domain and have permission on the network. If distant users do not connect to a domain, they will not have the necessary permissions to work with ACCEO Childcare services.

Domain name resolution must be done via the VPN channel. For instance, if a user resolves the server's name, the DNS must return an IP address which must be local to the VPN (for example: 192.168.0....), not a public Internet address.

Installation Environments

Single-Station

Choose this installation procedure to use ACCEO Childcare services from a single stand-alone workstation, not connected to a central server or other workstations. To find out the requirements for single-station installation of the ACCEO Childcare services, please refer to page 7 of this guide.

A single-station installation means installing the SQL database server and the software on a single computer. You will be able to use ACCEO Childcare services from this workstation only. You will not be able to access ACCEO Childcare services via a network or another station.

Peer-to-peer Network

Choose this installation procedure to use ACCEO Childcare services on a local network where all workstations are networked and one of the workstations is used as a server. To find out the requirements for installation of the ACCEO Childcare services on a peer-to-peer network, please refer to pages 7 and 8 of this guide.

- To use ACCEO Childcare services in a peer-to-peer environment, you must install the software and the database server on one of the network's workstations, called main station. We suggest that you pick your network's most powerful computer for that purpose.

- The other workstations must have ACCEO Childcare services installed and they will access the SQL database server previously created on the main station. You do not need to purchase a computer dedicated to the database server for this environment.

Network with Dedicated Server

Choose this installation procedure if you wish to use ACCEO Childcare services from many networked workstations and the database server must be installed on a server dedicated only to hosting the SQL database server. To find out the requirements for installation of the ACCEO Childcare services on a network with dedicated server, please refer to pages 7 and 8 of this guide.

This environment involves that you have a server dedicated specifically to hosting the database server.

This procedure requires the installation of the SQL database server on your network server. On the other workstations, install only ACCEO Childcare services and it will access the SQL database server installed on the server. You will be able to use ACCEO Childcare services from all workstations of the network.

Network with Existing SQL Server

Choose this installation procedure if you already have an SQL 2008 or 2012 server and you wish to use it to host ACCEO Childcare services data. To find out the requirements for installation of the ACCEO Childcare services on a network with existing SQL server, please refer to pages 7 and 8 of this guide.

To install ACCEO Childcare services in a network environment where an SQL server is already installed, you must have the server's authentication information, which allows the creation of a database for ACCEO Childcare services.

This procedure requires for you to have access to your network's SQL database server. On the other workstations, install only ACCEO Childcare services and it will access the SQL database server installed on the server. You will be able to use ACCEO Childcare services from all workstations of the network.

Installing the Software

The ACCEO Childcare services installation procedure is simple and does not require any particular knowledge in network administration. However, depending on the procedure to run, you may need some information that only your network administrator can provide.

Elements to be taken into account

ACCEO Childcare services uses a database which must be installed on a server. Therefore, every software user will be a client.

If you wish to use the software in a single-station environment, the server and the client will be on the same computer.

In any case, you must follow the procedure below in the given order:

1. Install the software on the server.

2. Run the software from the Server station. This step is important as it installs the data server and completes server configuration.

3. Install the software on each workstation.

Installation CD-ROM or download link

1- Insert the ACCEO Childcare services CD-ROM in the workstation's CD-ROM drive or use the download link you received.

2- Run the file (for download link only).

3- When the welcome screen appears, click **Install ACCEO Childcare services**.

Software Installation

Launching the Installation Procedure

The Welcome screen indicates that the ACCEO Childcare services **Installation Wizard** is open and recommends that you close all active applications on your computer.

> Make sure that the edition of ACCEO Childcare services you have purchased is the right one, if you are unsure about your version contact us:
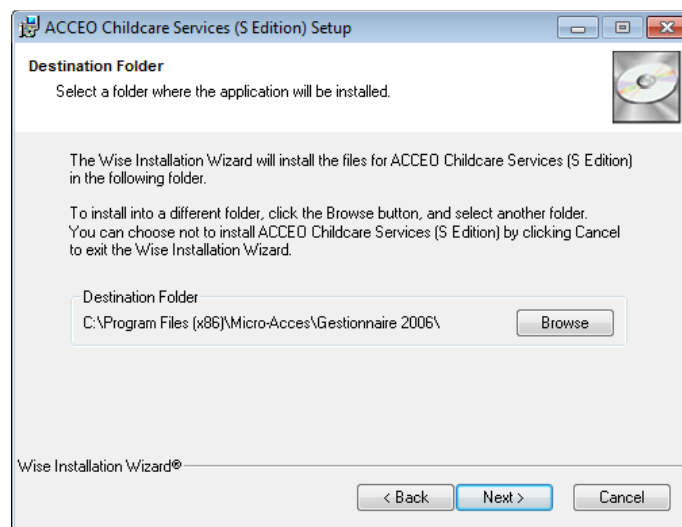
- **NS Edition** : No Subsidized in Quebec
- **S Edition** : Subsidized in Quebec
- **Canada Edition**: Other provinces than Quebec

S Edition	NS Edition	Canada Edition
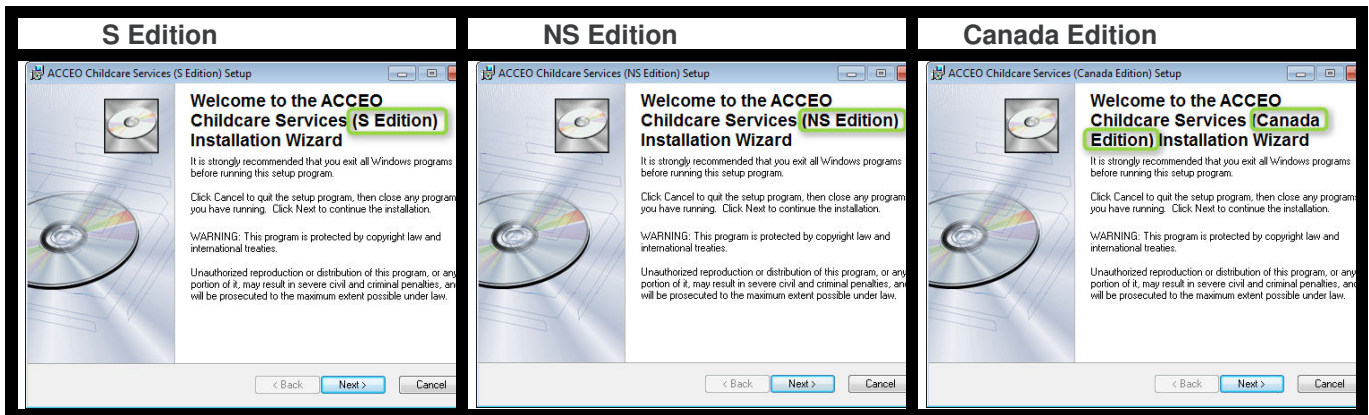
Click **Next** to continue with the installation.

Choosing the Destination Folder

The **Wizard** suggests a destination folder to install ACCEO Childcare services. We recommend that you leave this information as is.
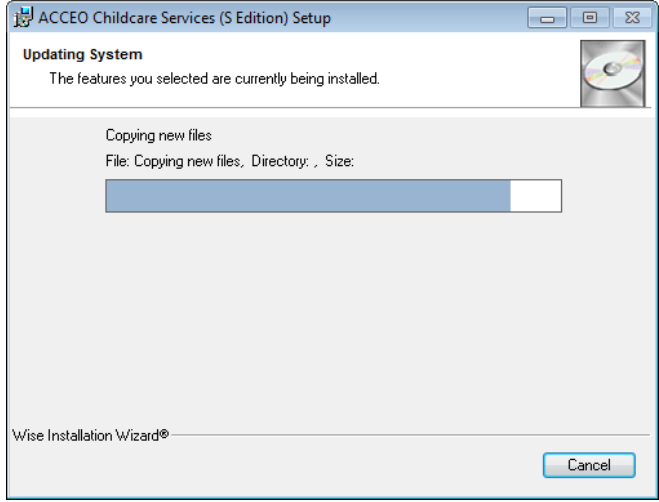

Click **Next** to accept.

Ready for Installation

This is the last step before actually launching the installation. You can click **Previous** to correct information you entered or **Next** to start the installation.
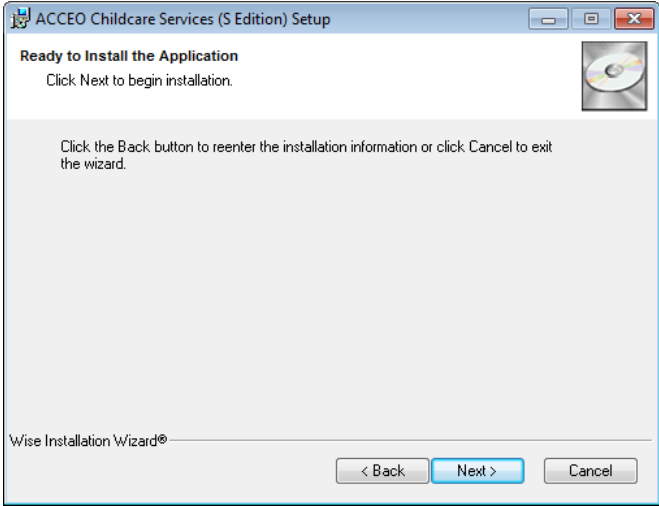
Installing Files

The installation has started. The **Wizard** copies the necessary files for ACCEO Childcare services on your hard drive.

Installation Complete

The installation of ACCEO Childcare services is complete.

Your database will be created or data from a previous version will be transferred when you launch ACCEO Childcare services for the first time. You must complete this step before installing ACCEO Childcare services on other workstations if you use the software in a network environment.

Starting Up

To complete the installation of ACCEO Childcare services and activate the database, you must first launch ACCEO Childcare services. To do so, double-click the new ACCEO Childcare services icon on your desktop or click **Start**/**Programs**/ **ACCEO Childcare services (XYZ Edition)** / **ACCEO Childcare services**.

If you don't have administrator rights on this computer, you must launch ACCEO Childcare services as the administrator (this time only):

1. Right-click the new **ACCEO Childcare services** icon on your Desktop and select **Run as...**

2. In the **Run as** dialogue box, select the administrator account, enter the password and click **OK**.

Database Management Wizard

When you launch the software for the first time, the **Database Management Wizard** opens automatically and assists you in locating or installing the data server.

Closely follow the instructions given: the **Wizard** will automatically find the server on your network, install and configure the server and prepare your database.
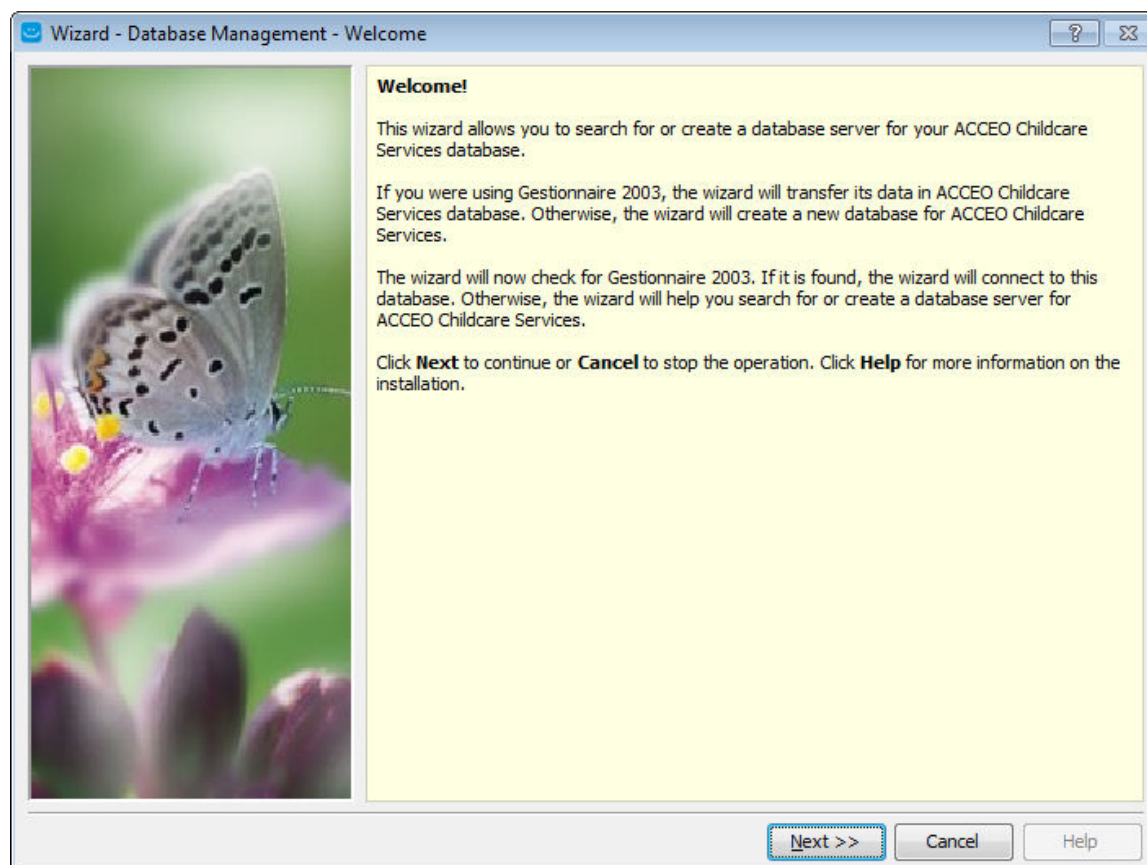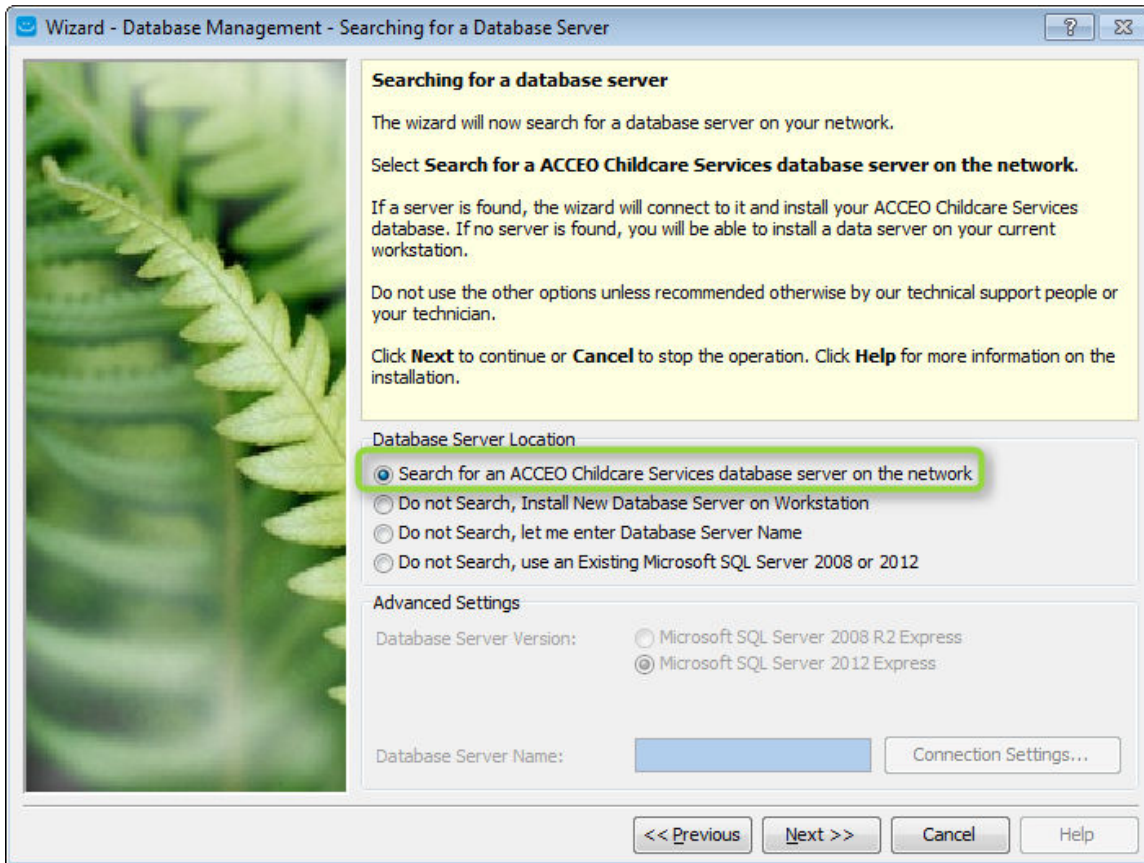
- **Use the first option** if you have installed the database on another workstation (or a server) beforehand and you want to link this computer to the same database. Follow the steps to the end.

- **Use the 2nd option** if you are on the main workstation where the database will be installed (or server). It will be necessary to choose the type of SQL server to install, this procedure may take several minutes. Follow the steps to the end.

Identification

The system requires that you identify yourself in order to access the database.
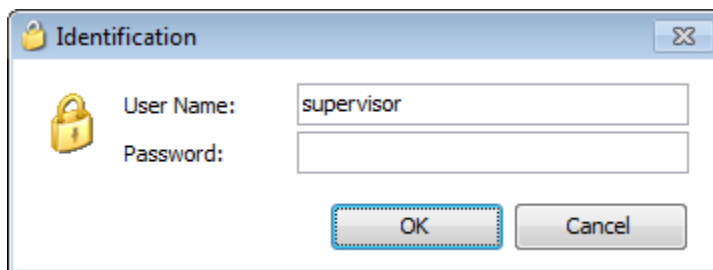
In the **User Name** box, enter *Supervisor* and leave the **Password** box empty, then click **OK**. You can assign a password to this user and create new users in **File/Settings/Users**.

Licence Wizard

The software then requires you to enter your licence information.

The required information is found in the leaflet provided with your installation CD-ROM or from an email.

1. Enter your client number.

2. Enter the name of your establishment. Be careful: The information must be identical to that provided with your installation CD-ROM or received from an email, including case, punctuation and spacing.

3. Enter the name of the contact person for your childcare service.

4. Select the appropriate modules and options.

5. Enter your licence key

6. Click **Finish**.

Downloading an Update

The ACCEO Childcare services **Update Wizard** allows you to download the latest update of the software from the **Online Services** menu.

To use this **Wizard**, you must be connected to the Internet. The download may take a few minutes depending on the speed of your Internet connection. During the download, in the event that you lose your Internet connection or the quality of your connection does not allow you to complete the download in one session, ACCEO Childcare services is set up to continue the download from the point it left off at the interruption.

When download is complete, ACCEO Childcare services will close and the update installation will launch automatically.

Installing an Update on a Network

If you are using ACCEO Childcare services in a network environment, download the update from one of your network's workstations connected to the Internet and proceed with the installation. The other workstations from your network will be updated automatically when you launch ACCEO Childcare services on their computers.

Printing User Guides

Once the installation is complete, we suggest that you familiarize yourself with functionalities common to all modules of the software. You can find these reference guides by accessing the **Documentation** section of the **Customer Portal** when you open the software.

Getting Help

To get help on the procedures described in this manual, do not hesitate to contact our customer support. You can send your request to a customer Service representative via your **Customer Portal** by clicking **Technical Support**.

Check the **Important Message**, **Tips and Tricks**, and **Documentation** sections of your **Customer Portal** regularly. These sections are periodically updated and provide information that can help you get the most out of your software.

You can address your requests using your email manager. The answers will be sent to the return address indicated on the message. Send your technical support requests to childcareservices.support@acceo.com.

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