



Installation Guide

Version 6.72

www.pacifictimesheet.com

Pacific Timesheet Installation Guide

INTRODUCTION	4
BUNDLED SOFTWARE.....	4
LICENSE KEY	4
SYSTEM REQUIREMENTS	5
INSTALLING PACIFIC TIMESHEET ON WINDOWS	7
Install	7
Update.....	7
Uninstall.....	8
INSTALLING PACIFIC TIMESHEET ON LINUX.....	9
Install	9
Update.....	9
Uninstall.....	9
INSTALLING PACIFIC TIMESHEET WAR	10
Install	10
Update.....	12
USING AN EXTERNAL DATABASE	13
SUPPORT	16
TROUBLESHOOTING	17
TROUBLESHOOT: After I install Pacific Timesheet I get a “Page cannot be displayed” error when trying to load the login page.....	17
TROUBLESHOOT: Nothing happens after I launch the setup program.	18

TROUBLESHOOT: When creating a new database with SQL Server 2005, I get the error “Could not connect to database with login XYZ”	19
TROUBLESHOOT: Installer "could not utilize start class: com.installshield.wizard.Wizard"	20
TROUBLESHOOT: Installer does not launch on Windows 2003 Server	22
TROUBLESHOOT: Getting error “Windows cannot access the specified device...” when trying to run installer on Windows	23
TROUBLESHOOT: Installer screen is blank on Windows Vista	24
TROUBLESHOOT: Installer does not launch on Debian Linux	25

Introduction

Pacific Timesheet is a web-based timesheet application. You can install Pacific Timesheet as a stand-alone service using the graphical setup program. You can also deploy Pacific Timesheet to a Java application server such as IBM WebSphere using the WAR package.

Note that Pacific Timesheet is always available as an online service, requiring no software installation on your part. You can learn more at <http://www.pacifictimesheet.com/>.

Bundled Software

The Pacific Timesheet setup program bundles the following third-party components:

Component	Version
Web Server	Apache Tomcat 5.5.23
Database	MySQL 5.0.22 Administrative login/password: root/timesheet
Java	Java 1.6.0_12

License Key

A temporary 5-employee license is generated when the product is installed. You can purchase a non-expiring license along with a support contract by contacting your Pacific Timesheet reseller or sales@pacifictimesheet.com, or visiting www.pacifictimesheet.com. When ordering a new license you will be asked to provide the host computer name, which can be found on System > General > License page.

System Requirements

Pacific Timesheet is a web-based application and supports the following browsers:

Browser	Version
Apple Safari	2.0 or later
Microsoft Internet Explorer	5.5 or later
Mozilla Firefox	1.3 or later

To install the server you must have a system that meets or exceeds the following requirements:

Component	Minimum Requirements
Operating system	Windows Vista Windows Server 2008 Windows Server 2003 Windows 2000 Windows XP Linux Macintosh OSX
Hard disk	250 MB of available hard disk space for the program files. Additional space is needed to store timesheets and other employee data (see below).
Memory	1 GB of RAM
Computer and processor	PC or Macintosh with Intel Pentium 4-compatible 2 GHz processor

In general, hard disk space is related to the number of timesheets written annually. A timesheet typically requires about 150K of storage. Based on this value the following table will help you determine the amount of hard disk usage you can expect annually:

Timesheets Per Year	Hard Disk Allocation Per Year
500	75 MB
5,000	750 MB
10,000	1.5 GB
20,000	3 GB

The setup program installs a database. You can also configure the application to use an external database you provide. The following databases are supported:

Database	Version
----------	---------

Microsoft SQL Server	SQL Server 2000, 2005, 2008 with Mixed Mode Authentication (Windows Authentication and SQL Server Authentication) enabled.
MySQL	Version 5.0.22 or later.
Oracle	Oracle 9i or later.

Installing Pacific Timesheet on Windows

Install

1. Make sure you are logged in as a Windows user with administrator privileges. This is required because Pacific Timesheet runs as a Windows service.
2. Launch the setup program and follow the onscreen instructions to install Pacific Timesheet.

Note that the setup program is a Java application – if you do not already have Java installed it may take an extra minute or so for the installer to get started as it will have to unpack its bundled Java runtime.

Note: Do not install onto a mapped drive. Mapped drives are part of a user's profile and they are not available to software running as a service, such as Pacific Timesheet.

3. The setup program will allow you to choose which TCP/IP ports the bundled web and database server use.

Note: You can change the TCP/IP ports the bundled web and database servers use at a later date by just re-running the setup program. Re-running the setup program will not cause any loss of data.

4. Pacific Timesheet is installed as a service and will start automatically when the computer starts. You can manually stop/start Pacific Timesheet from the shortcuts in the Windows Start menu > All Programs > Pacific Timesheet folder.

Note: If you are using **Windows 2003 Server** you may need to modify your DEP (Data Execution Protection) settings temporarily. If the setup program fails to launch then DEP is blocking it. Follow these steps to allow it to run:

1. Open the System control panel and click the Advanced tab.
2. In the Performance region click the Settings button.
3. Click the Data Execute tab in the dialog that opens.
4. Select the "Turn on DEP for essential Windows programs and services only" option.
5. You will need to reboot for the change to take effect. Once you have finished installing you can revert your DEP settings back to their normal setting.

Update

To update an existing Pacific Timesheet installation, simply run the setup program. The setup program will stop your current Pacific Timesheet service, update it, and then restart the service. All of your data and settings will be preserved. It is always a good idea to backup your database first, however.

Uninstall

You can uninstall Pacific Timesheet from the Windows Start menu > All Programs > Pacific Timesheet > Uninstall shortcut. You can also uninstall Pacific Timesheet from the Windows Add or Remove Programs control panel.

Installing Pacific Timesheet on Linux

Install

1. Make sure you are logged in as a Linux user with administrator privileges. This is required because Pacific Timesheet runs as a Linux service.
2. Modify the setup program to be executable:

```
chmod a+x timesheet-linux.bin
```

3. Launch the setup program and follow the onscreen instructions to install Pacific Timesheet:

```
./timesheet-linux.bin
```

Note that the setup program is a Java application – if you do not already have Java installed it may take an extra minute or so for the installer to get started as it will have to unpack its bundled Java runtime.

4. The setup program will allow you to choose which TCP/IP ports the bundled web and database server use.
5. Pacific Timesheet is installed as a service and will start automatically when the computer starts.

Note: You can change the TCP/IP ports the bundled web and database servers use at a later date by just re-running the setup program. Re-running the setup program will not cause any loss of data.

Update

To update an existing Pacific Timesheet installation, simply run the setup program. The setup program will stop your current Pacific Timesheet service, update it, and then restart the service. All of your data and settings will be preserved. It is always a good idea to backup your database first, however.

Uninstall

You can uninstall Pacific Timesheet by executing `/opt/PacificTimesheet/_uninst/uninstaller.bin`.

Installing Pacific Timesheet WAR

The Pacific Timesheet WAR installation allows you to run Pacific Timesheet inside an existing J2EE application server, such as IBM WebSphere. Pacific Timesheet is 100% Java and can run on any platform that supports Java 1.5 or later, such as the following:

- Tomcat 5.5
- IBM WebSphere
- BEA Weblogic
- JBoss

Note: Your Java environment for your application server will require a minimum of **512MB** of memory. Each application server configures this differently, but here is an example startup script for Linux Tomcat that specifies the memory argument, Xmx, as part of the JAVA_OPTS environment variable:

```
#!/bin/sh
JAVA_HOME=./java
JRE_HOME=./java
JAVA_OPTS="-Xmx512m -Xrs -Djava.awt.headless=true"
CATALINA_HOME=./tomcat
export JAVA_HOME
export JRE_HOME
export JAVA_OPTS
export CATALINA_HOME
$CATALINA_HOME/bin/startup.sh > /dev/null &
```

Install

1. Install or deploy timesheet.war in the manner appropriate for your application server. For instance, with the open source Tomcat application server, you simply copy timesheet.war into the webapps directory where Tomcat is installed.

For IBM WebSphere or other application servers that ask for the context root enter “/timesheet” (without the quotes).

2. Create the Pacific Timesheet database. Refer to the section below on [Using an External Database](#).
3. Start the Pacific Timesheet application in the manner suitable for your application server.

4. Verify Pacific Timesheet is working correctly by opening a browser and going to the following address:

`http://localhost/timesheet`

You will need to specify a port number if you are not running the application on HTTP port 80, for example:

`http://localhost:8080/timesheet`

If you do not see the Pacific Timesheet login page then refer to the troubleshooting section below.

Update

Updating an existing Pacific Timesheet war file installation basically involves just redeploying timesheet.war, but you need to back up the timesheet configuration file and custom directory first.

1. Make a backup of the timesheet configuration file:

```
<deploy-directory>/timesheet/WEB-INF/timesheet-config.xml
```

Where <deploy-directory> should be replaced by the location where the timesheet.war file was deployed to, for instance:

```
/opt/tomcat/webapps/timesheet/WEB-INF/timesheet-config.xml
```

2. Make a backup of the custom directory:

```
<deploy-directory>/timesheet/WEB-INF/custom
```

3. Redeploy timesheet.war as appropriate for your application server.
4. Stop the application server, and copy back in the backup versions of timesheet-config.xml and the custom directory, replacing the ones created by redeploying.
5. Start the application server and verify Pacific Timesheet is working properly, as described above in the section on installing timesheet.war.

Using an External Database

If you are not using the bundled MySQL database, you will need to have your own database server and create the Pacific Timesheet database schema. See the [System Requirements](#) section for information on supported databases and versions. Follow these steps create a new Pacific Timesheet database schema:

1. Make sure that the Pacific Timesheet service is running, then open the following page in your browser:

`http://localhost/timesheet/system/db-show.do`

Replace localhost with the host name or IP address of your computer that Pacific Timesheet is installed on. You will also need to specify a port number if you are not running the application on HTTP port 80, for example:

`http://localhost:8080/timesheet/system/db-show.do`

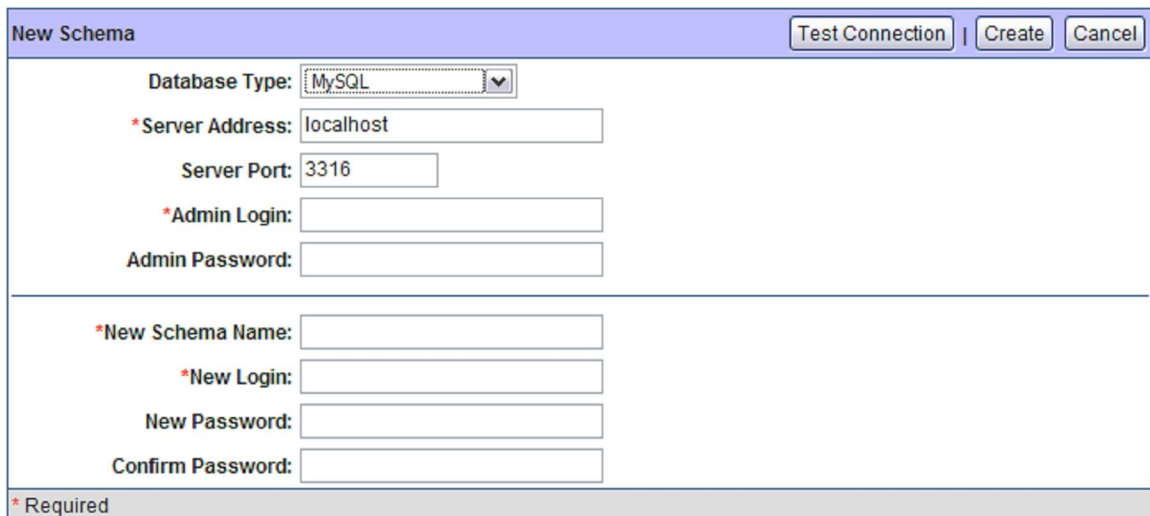
You should see the following page, showing your current database schema:



The screenshot shows a window titled "Schema" with two buttons: "Edit" and "New Schema". The content displays the following information:

- Database Type: MySQL
- Server Address: localhost
- Server Port: 3316
- Schema Name: timesheet
- Login Name: timesheet
- Password: *****

2. Click the **New Schema** button to configure a new Pacific Timesheet database schema:



The screenshot shows a "New Schema" dialog box with the following fields and buttons:

- Buttons: Test Connection, Create, Cancel
- Database Type: MySQL (dropdown menu)
- *Server Address: localhost
- Server Port: 3316
- *Admin Login: (empty text box)
- Admin Password: (empty text box)
- *New Schema Name: (empty text box)
- *New Login: (empty text box)
- New Password: (empty text box)
- Confirm Password: (empty text box)

* Required

Enter the appropriate values for your new Pacific Timesheet database:

Database Type	The type of database, such as MySQL, Microsoft SQL Server or Oracle.
Server Address	The TCP/IP address or host name of the server running the database software, for example "192.168.0.100" or "db.myco.com".
Server Port	The TCP/IP port number of the database software. It will initially be set to the default value appropriate for the type of database chosen, for example 1521 for Oracle, 1433 for Microsoft SQL Server and 3306 for MySQL. Note: The default server port for the bundled MySQL database is 3316 .
Oracle SID	The Oracle Server Identifier, for example "ORCL". It is only required for Oracle databases.
Admin Login	The database admin login, for example "system", "sa", "root", etc. As you will be creating a new database you need to provide a database login with full administrative privileges. This admin login is just used to execute the database creation commands and will not be stored anywhere. Note: The admin login for the bundled MySQL database is root .
Admin Password	The password for the admin login. Note: The admin password for the bundled MySQL database is timesheet .
New Schema Name	The name of the new Pacific Timesheet database schema you wish to create.
New Login	The database login to use for this new database. This will be created if it doesn't already exist. This should not be the same as the admin login.
New Password	The password for the new database login. The new password must meet the following criteria <ul style="list-style-type: none"> 1. The password does not contain all or part of the new login name. 2. The password is at least eight characters long. 3. The password contains characters from three of the following four categories: <ul style="list-style-type: none"> ○ Uppercase letters (A through Z) ○ Lowercase letters (a through z) ○ Digits (0 through 9) ○ Non-alphanumeric characters such as ! \$ # %

(Confirm)	Enter the new password again to confirm it.
-----------	---

Clicking the **Create** button will create the new database, then update Pacific Timesheet's configuration to use this new database.

Note that any database that Pacific Timesheet might have been using prior to this new database will still exist. You can switch back to it by clicking the **Edit** button and entering in the appropriate values. If you wish to delete the prior database you will need to do this using the appropriate vendor-specific database tool.

3. Restart Pacific Timesheet and verify that it is working by logging in as usual.

Support

If you run into any problems installing or using Pacific Timesheet there are several ways to reach the friendly and responsive support staff at Pacific Timesheet:

Email	support@pacifictimesheet.com
Phone	866-289-5719 Mon-Fri 8AM – 5PM Pacific Time USA

If emailing support about a product error it is a good idea to create a ZIP file of the <pacific-timesheet-install-dir>/tomcat/logs directory and attach it to the email. Screen shots of the problem are also very helpful.

Pacific Timesheet understands that time sheet software is mission critical for many organizations. We offer extended support contracts to guarantee you have minimal down time in the event of any problem. For more information contact sales:

Email	sales@pacifictimesheet.com
Phone	866-289-5719

Troubleshooting

TROUBLESHOOT: After I install Pacific Timesheet I get a “Page cannot be displayed” error when trying to load the login page.

1. Make sure the Pacific Timesheet service is running. On Windows you can open the Services control panel (Start menu > Control Panel > Administrative Tools > Services) and see if the Pacific Timesheet service is running.
2. Make sure you are using the correct host name or IP address, and port number when loading the login page.
3. You may need to disable anti-virus software and rerun the setup program. For instance, McAfee 8.0i is extremely aggressive in the scanning of Java class files (it often identifies them as containing viruses) and subsequently wrongly quarantines many of these files.
4. Do not install onto a mapped drive. Mapped drives are part of a user's profile and they are not available to software running as a service, such as Pacific Timesheet.
5. Check for a more detailed error message in the Pacific Timesheet log files. The log files are located in the <pacific-timesheet-install-directory>/tomcat/logs directory. In particular, look in the localhost log files.

TROUBLESHOOT: Nothing happens after I launch the setup program.

Anti-virus software like Norton can sometimes interfere with the setup program. Restart your computer then disable the anti-virus software temporarily. Launch the setup program and verify that it runs OK.

If you are using Windows Server 2003 you should also refer to the follow-on troubleshooting topic below: “Installer does not launch on Windows 2003 Server.”

TROUBLESHOOT: When creating a new database with SQL Server 2005, I get the error “Could not connect to database with login XYZ”.

SQL Server 2005 has stricter login and password rules than SQL Server 2000 by default. Make sure the password for the new database schema doesn't match the new schema name, as this will commonly cause this error. You can see details for the error message in the log files, located in the tomcat/logs directory of the installation directory.

TROUBLESHOOT: Installer "could not utilize start class: com.installshield.wizard.Wizard"

If you get an error dialog that says "could not utilize start class: com.installshield.wizard.Wizard" when trying to run the installer, the Java system is being blocked and cannot run.

1. Anti-virus software blocking Java

Java may be blocked by anti-virus software. Please check your anti-virus software setup and set it up so it allows Java (java.exe) to run as normal. Please refer to the manual, help or other documentation for your anti-virus software on how to do this.

On Windows, Java is normally located in C:\Program Files\Java\.

An alternative is to disable your anti-virus while running the installer, and re-enable it once it has finished installing.

1b. Disable and re-enable anti-virus, then reboot

Some users have reported that the above does not always work, but a possible workaround is to actually first disable the anti-virus entirely, then *re-enable* it, and then reboot the computer. In some cases the software will install correctly after this reboot. This has been reported to work with certain versions of McAfee VirusScan.

1c. Enable "On-Access Scan"

If you have McAfee Virus Scan Enterprise installed, please enable "On-Access Scan" feature, and make sure that java.exe is not on the process exclusion list. Though seemingly counter-intuitive, this may make the error go away. McAfee VirusScan Enterprise 8.0i patch 10 reportedly fixes this problem.

2. Install as administrator user

Make sure that you are logged into the computer using with an account that has full administrator privileges.

3. Insufficient disk space for temporary files

In some situations it may be that the installer's own free disk space check succeeds, but it then in fact ends up not having enough disk space on the drive or partition where temporary files are stored (usually C:\Documents and Settings\<my username>\Local Settings\Temp).

In this case you should try to free up as much space as possible on the drive that contains the temporary files (usually C:) - 1GB is a recommended minimum, a few GB is advisable.

TROUBLESHOOT: Installer does not launch on Windows 2003 Server

If you are using Windows 2003 Server you may need to modify your DEP (Data Execution Protection) settings temporarily. If the setup program fails to launch then DEP is blocking it. Follow these steps to unblock the installer:

1. Open the System control panel and click the Advanced tab.
2. In the Performance region click the Settings button.
3. Click the Data Execute tab in the dialog that opens.
4. Select the “Turn on DEP for essential Windows programs and services only” option.
5. You will need to reboot for the change to take effect. Once you have finished installing you can revert your DEP settings back to their normal setting.

TROUBLESHOOT: Getting error “Windows cannot access the specified device...” when trying to run installer on Windows

If you are getting an error like the following when trying to run the setup program on Windows:

"Windows cannot access the specified device, path, or file. You may not have the appropriate permissions to access the item."

Then try the following steps to resolve the problem:

1. Copy the file to a local drive on the computer (for example the C drive). Do not try to run it from a mapped drive or network drive.
2. If step 1 didn't work, right-mouse-click the .exe and show its Properties dialog. See if there is an Unblock button towards the bottom of the General tab. Click the Unblock button then try to run the setup program.
3. If step 3 didn't work, check the Security tab in the Properties dialog and make sure you have correct permissions to execute the file.
4. Lastly, turn off any antivirus software and firewall, restart the computer and try it again. Once installed you can turn the antivirus and firewall back on.

TROUBLESHOOT: Installer screen is blank on Windows Vista

If you are using Windows Vista and the installer screen is blank, you will need to install Java:

1. Exit the installer.
2. Open a browser and go to <http://www.java.com>. Click on the Free Java Download link to download and install Java.
3. After installing Java, launch the timesheet setup program. The text should now be visible.

TROUBLESHOOT: Installer does not launch on Debian Linux

If the installer does not run on your Debian Linux system then you will probably need to install/update Java. You can find out details on this at the following address:

<https://jdk-distros.dev.java.net/debian.html>

As the document above describes, you will need to update and configure the Advanced Packaging Tool (APT), then run the following commands to get and install Java:

```
apt-get update
```

```
apt-get -t unstable install sun-java5-jre sun-java5-plugin
```

Once you do this the Pacific Timesheet installer will run.