



Installation Guide

iRise® Definition Center for Windows

iRise 11.1

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Installation Preparation

Components of iRise 11.1

iRise 11.1 is the latest generation of the award-winning iRise application simulation platform. iRise 11.1 makes creating interactive, functionally rich simulations even faster and broadens the ways in which business and development stakeholders work together to quickly agree on what to build.

iRise 11.1 has the following components:

iRise Definition Center

iRise Definition Center allows users to share and collaborate on projects. Users can create, store and review projects simultaneously on a server that is accessible to all users.

iRise Studio

The iRise Studio client allows users to produce a robust, detailed application simulation and its associated requirements document. Studio can connect to Definition Center using standard *http* or *https* protocols, or can function in offline mode. iRise Studio is available in a separate installer.

iRise Reader

The iRise Reader client allows users to review the interactive simulation and its associated requirements in a browser. The iRise Reader may be used to review projects on the Definition Center. Projects exported to Interactive Document files (iDocs) can also be reviewed in the Reader. iRise Reader is available in a separate installer.¹

¹ iRise Reader only needs to be installed if you plan on reviewing iDocs. If projects will only be reviewed on the Definition Center, then installing iRise Reader is optional.

System Requirements

iRise Definition Center is a server-based product that supports the iRise Studio, iRise iOS and Reader clients.

Definition Center Hardware Requirements

The minimum hardware requirements for running Definition Center depend on the usage patterns of your organization's iRise users. Note: System RAM requirements are primarily determined by the size and number of projects being accessed concurrently as opposed to the total number of users.

In general, the iRise Definition Center performs best if the following components are improved beyond the Minimum Requirements:

- Number of CPU's – iRise software is multi-threaded and will utilize multiple CPU's

Item	Supported
CPU	Single core processor. (Multiple cores recommended for scalability)
System RAM	4GB
Hard Drive	5GB (20-100 GB recommended)

Definition Center Software Requirements

Item	Supported
Web Browser	Microsoft® Internet Explorer v11, Edge Mozilla® Firefox Apple® Safari Google® Chrome
Operating Systems	Microsoft® 7, 8, 8.1, 10 Microsoft® Windows Server 2008 R2, 2012, 2012 R2 Mac-Windows emulator® using Windows OS (VMware Fusion or Parallels Desktop) ² Linux Red Hat 5.10 or better (and compatible)
Network Protocol	Fully qualified domain name resolvable to Definition Center's IP address

Additional Notes

- iRise Studio will not connect to iRise Definition Center unless both are running the same major-minor version, e.g. 11.1.x.

² If you plan to deploy the Definition Center on a VMWare virtual machine, you must configure a memory reservation at the VMWare layer. Review this KB article for details: <http://support.irise.com/customer/portal/articles/683768-best-practices-for-running-definition-center-on-a-virtual-machine>.

- The *hostname* or IP address of Definition Center will be required for client access. The hostname cannot contain spaces.
- If you plan to deploy the Definition Center on a VMWare virtual machine, you must configure a memory reservation at the VMWare layer. Review this KB article for details:
<http://support.irise.com/customer/portal/articles/683768-best-practices-for-running-definition-center-on-a-virtual-machine>.

Downloading the Installer

The iRise Definition Center installer is available for download on the iRise secure customer site:

<https://irise.subscribenet.com>

Note: iRise will provide you with a username and password to log in to the secure customer site.

The installer is a self-extracting executable that can be run directly from the secure customer site. The executable can also be saved to a local drive.

Obtaining a License Key

iRise Definition Center requires a license key to operate. The license key is available for download on the protected customer site at the following Internet address: <https://irise.subscribenet.com>

Note: iRise will provide you with a customer-specific username and password for login to the URL.

To download a Definition Center license key:

- 1 Go to: <https://irise.subscribenet.com> and log in.
- 2 Select the **Click here to download a License Key** link to the right of the appropriate iRise Definition Center product in the Product List.
- 3 Follow the onscreen instructions to download the license.

To generate the License Key, you must enter the physical MAC Address of the client machine.

The physical address of the server computer can be identified by typing **ipconfig/all** from a command prompt. If the client machine has multiple physical addresses, include them all.

Note: Always follow the instructions above to download a license key. Clicking the **License Keys** menu option on the Product Download page can prevent you from accessing the full set of entitlements available to you for that product.

Installing iRise Definition Center

Information Needed for Installation

Before beginning the installation, have the following information available:

- 1 *Hostname* of the server (required – no spaces allowed in the hostname)
- 2 Port number to be used by the server (required – default value is **port 80**)

Before you install iRise Definition Center, verify the following:

- 1 There is at least 500MB of hard disk space is available to temporarily extract and then install the selected components to the following directory:

C:\Documents and Settings\machinename\Local Settings\Temp

If 500MB is not available in the above destination, you must either;

- Free up disk space ; OR
 - Reset the Windows Temp System Environment variable to a destination that has at least 500MB hard disk space available.
- 2 All services, such as web, proxy, or application servers, running on the port on the server computer have been stopped. **Note:** The port is user-definable during the installation. The installer will check to make sure the port is available.
 - 3 You have sufficient Windows Administrator permissions to install new software on the server computer.
 - 4 The port that is selected for the installation is available for use and will continue to be after the installation (the port can be moved post installation).
 - 5 The Definition Center installer package includes iRise Studio and Reader installers for both Windows and Mac.

Running the Installation

Previous Installations

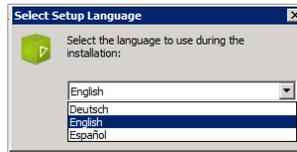
Information regarding the data migration process is available in the iRise Support Center at <http://support.irise.com/customer/portal/articles/1104805>.

Follow the Installer Steps

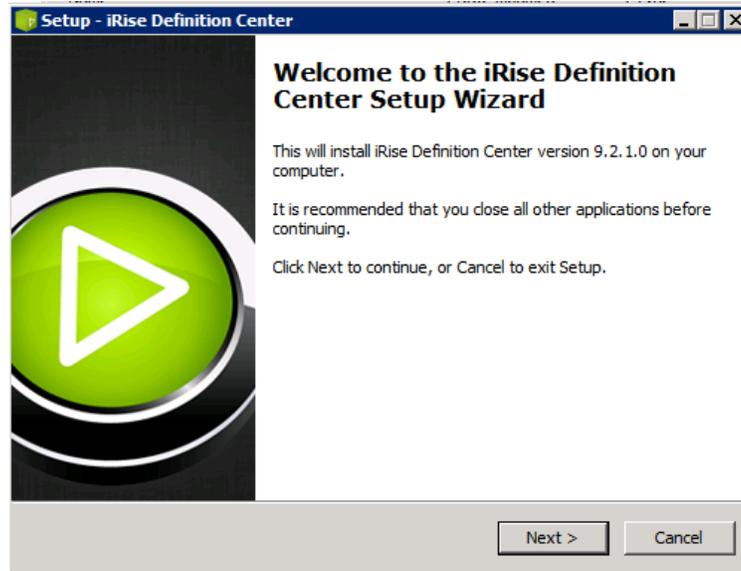
To install iRise Definition Center:

- 1 Launch the installer executable by double-clicking the file you downloaded. The executable will automatically extract to the Installer to a temporary directory on the client machine.
- 2 The installer wizard launches. Follow the installation screens.

Screen 1: Select your language preference

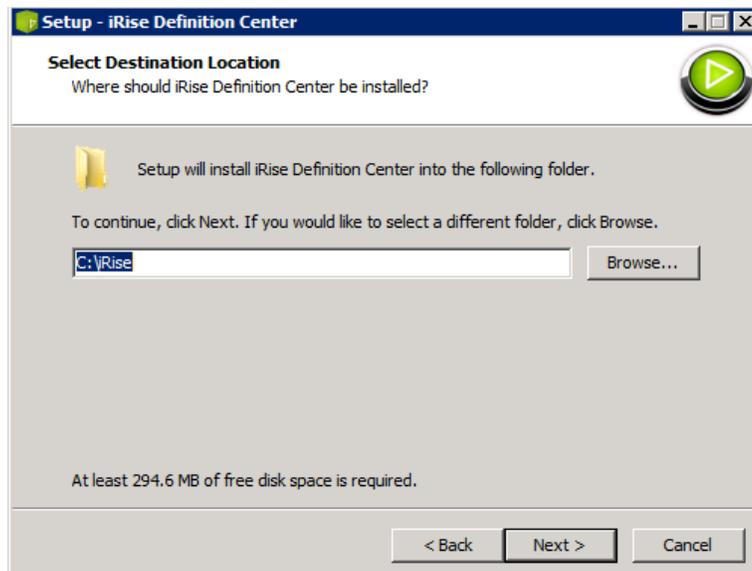


Screen 2: This is the installer Introduction Screen. Click **Next** to start the installation.



Note: If you are upgrading from an existing installation of iRise Definition Center, the installer will auto-detect certain settings, so one or more of the following screens may be skipped.

Screen 3: Select the install destination directory for the software, and then click **Next**.



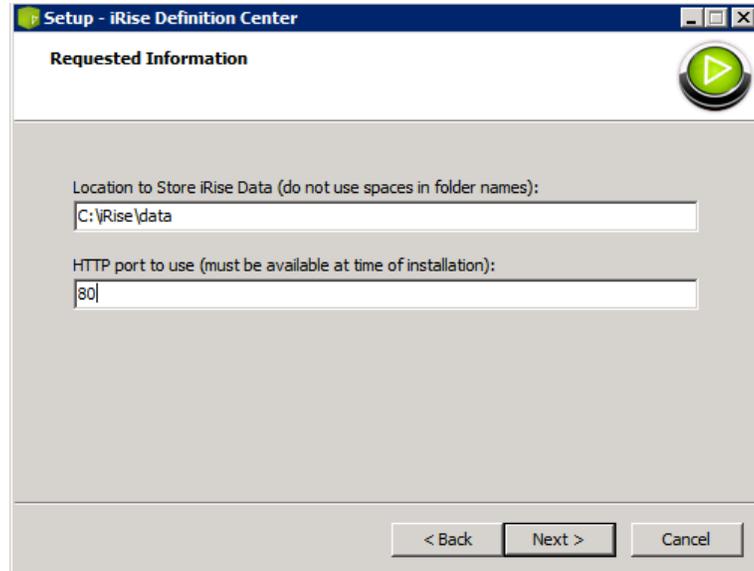
Screen 4: Enter the following information, then click **Next**:

- *Data Location* - (required) Defaults new installations to C:\iRise\Data but can be located at another specified drive or location if required. An upgrade from a previous version of iRise to this version will not change the data location previously used.
- *HTTP port* – (required) defaults to port 80. If a different port is to be used, the numeric value can be entered here.

Note: TLS is not supported during the initial installation; however, a valid port can be selected at this time. For help configuring TLS after installation, please contact [iRise Customer Support](#).

The parameters on this screen can be changed after installation by modifying the `irise.properties` file, which gets installed by default into the `C:\iRise\DefCenter\Tomcat\conf` folder, and then restarting the iRise Definition Center service.

The port number also needs to be changed in the `server.xml` file, located in the `C:\iRise\DefCenter\Tomcat\conf` folder. You must restart the iRise Definition Center service after making the changes.

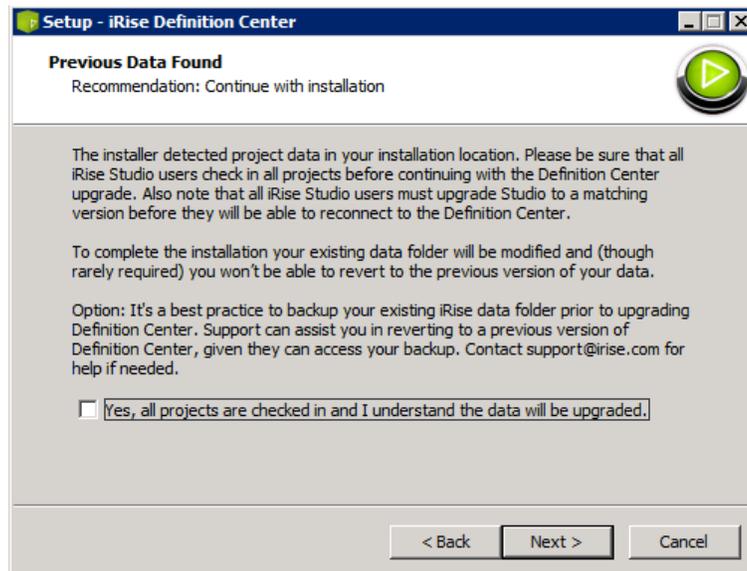


Screen 5: Enter the Domain Name

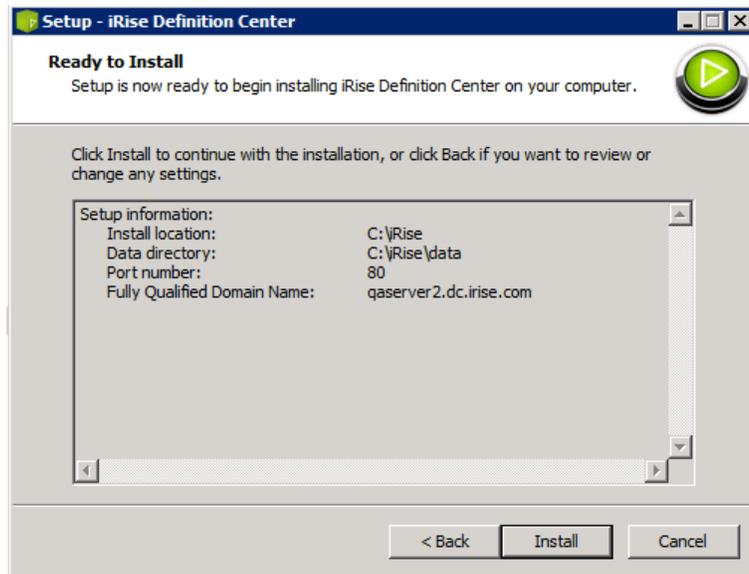
Enter the server's domain name without "http://" or "https://". This name is used to construct reference links/URLs so it must resolve externally to the server.



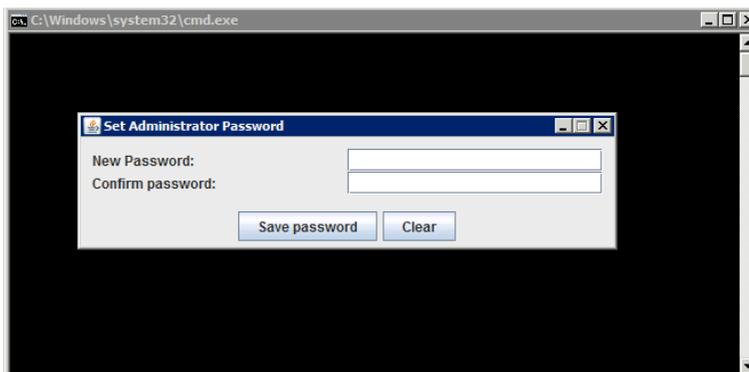
Screen 6: If you are upgrading from a previous version of Definition Center, you will be required acknowledge the text and check the "I understand the data will be upgraded" check box. [iRise strongly recommends that you backup your existing data folder prior to upgrading Definition Center.](#)



Screen 7: Confirm the pre-installation summary information that is displayed, and then click **Install**.



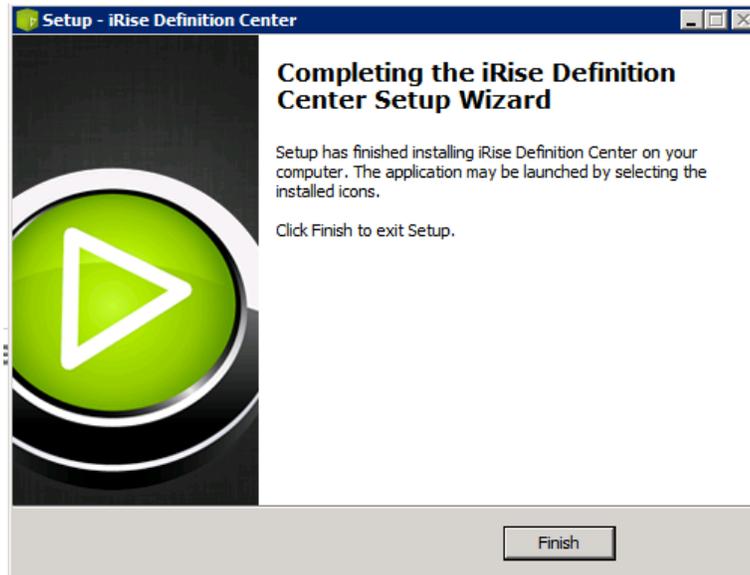
Screen 8: During installation, you will be prompted to set an Administrator password.



Screens 9a / 9b: A Libraries directory will be created which contains widgets, masters, and templates. This content is shared with all users by default. Click **OK** to proceed.



Screen 10: The installation is complete. Click **Finish** and continue with license download instructions.



Install the License Key

A license key is required to use iRise Definition Center. If you have not already downloaded your license key, refer to the "Obtaining a License Key" section earlier in this document for instructions on doing so.

To install the license key, save it to the installation location. The default location is C:\iRise\DefCenter.

Restart the iRise Definition Center Service

For the new license key to be detected and used, either restart the iRise Definition Center service or reboot the server.

To restart the service:

- 1 In Microsoft® Windows, go to Start > Control Panel > Administrative Tools > Services.
- 2 Select the **iRise Definition Center** service.
- 3 Stop the service and then restart it using the **Stop** and **Start Service** buttons.

Please see the **Troubleshooting** section of this document for any issues with the license key.

Logging In to Definition Center

After the installation of the server and the license key, the application is ready for the first user to log in.

To login to the iRise Definition Center server using a browser:

- 1 Use the following URL, where Hostname is the address for the server:

<http://hostname.domain.com>

The iRise Definition Center login page appears.

- 2 Type the default username and password:
 - Username: **Administrator**
 - Password: **Administrator**
- 3 Click the **Log In** button. The Definition Center Directory appears. You can now administer Definition Center.

System Administration

Log files

Log files that can be used for the purposes of monitoring and potentially troubleshooting issues, are located in the **C:\iRise\DefCenter\Tomcat\logs** folder (default install location.) The **stderr.log** and **stdout.log** files are renewed when the service is started and have the current date appended to the filenames.

The other log files generated by the server (catalina, localhost, apache) are rotated daily and can be deleted after they have rotated if the disk space is needed. The log files are minimal in size, but can be configured to a specific size if necessary.

Installation log files exist in the default install location of **C:\iRise\DefCenter\installlogs**.

Backups

As with any server containing invaluable data, iRise recommends regular complete system backups. In addition to this, it is recommended to make incremental backups of the data folder and all contents. The default install location is **c:\iRise\data** for a new installation. Upgrading from a previous release will leave the data in the original location.

TLS

The TLS configuration screen has been removed from the Definition Center System Administration tools. Before setting up TLS for the first time on the Definition Center, contact **support@irise.com**. They can help you get it set up correctly and avoid any server downtime.

LDAP or SAML

iRise Definition Center can be configured to use LDAP or SAML for user authentication. Please refer to the LDAP and SAML topics on support.irise.com for more information and direction.

Modifying the Hostname and Data Location

After the initial installation is complete, following the steps below can be used to change the properties that were initially specified:

1. Stop the iRise Definition Center service (from Windows Services).
2. Locate the **irise.properties** file that resides by default in the following folder:
C:\iRise\DefCenter\tomcat\conf.
3. Make a backup copy of this file.
4. Open the **irise.properties** file in a text editor and edit the global settings as required (following instructions specified on format where appropriate).
5. Save the file, making sure that the file name saves as **irise.properties** (not appending a **.txt**).
6. Start the iRise Definition Center service (from Services) or reboot the server for the changes to take effect.

Increasing the Memory available to iRise Definition Center

The default installation of iRise Definition Center requires the minimum required system specification of 2GB of RAM.

If the server has more RAM and the number and sizes of the data files are large, it may be effective to increase the amount of memory that iRise Definition Center uses to improve performance.

The amount of peak memory that is being used by iRise Definition Center service can be reviewed by following the steps below:

1. Open the Windows Task Manager (press Ctrl-Alt-Del, then select Task Manager).
2. Select the **Processes** tab.
3. Select View, then select Columns, and check **the Virtual Memory Size** checkbox.
4. Click OK to save the changes.
5. Locate **tomcat7.exe** in the Image name column. Note the amount of Virtual Memory that the process is using.

NOTE: The value for the tomcat process' maximum heap memory allocation can be modified as explained below. If the process hits the total amount of memory allocated, then it will collect and re-allocate memory which takes some period of time.

If the amount of Virtual Memory exceeds the size capable of handling by the physical memory and system cache, then it will write to disk and the performance will be drastically reduced. The Performance tab of the Task Manager shows how much Physical Memory and System Cache are available.

To make the memory size changes, follow the steps below:

1. From the Windows command prompt, change the directory to **\iRise\DefCenter\Tomcat\bin.**
2. Type: **tomcat7w //ES//iRise11[x]** (replacing the [x] with the minor version you are installing) to launch the Apache Tomcat application that enables changes to the system configuration (such as memory).
3. Click the **Java** tab.
4. Increase the **Maximum memory pool:** value (in MB) to the desired value.

NOTE: This must be changed in 64MB increments. It is recommended to allow approximately 2GB of physical available RAM above and beyond the size set for the heap memory. For example, if the server has 16GB of physical RAM installed, then setting the heap memory to 14336MB is the highest recommended value.

- 5 Click **OK** to apply the changes and then restart the service from the General tab.

Troubleshooting

Resolving Issues

The following section addresses common issues that may arise during either the installation or usage of the iRise product suite. If you continue to encounter problems after reviewing the recommendations in this section, please refer to the **Contact Us** section at the end of this chapter for information about contacting iRise Customer Support. The **iRise Support Knowledgebase** is also an excellent source of technical information for troubleshooting installation or configuration issues.

Licenses

License Key requirements

If you are having license-related issues, please confirm the following prior to contacting Customer Support:

- 1 The license key provided by iRise is located in the installed location for iRise Definition Center:
 - **Default location:** C:\iRise\DefCenter
 - **License filename:** *irise.license*
- 2 The license key is valid, i.e. the date on the server is in the valid range between the validFrom and validTo dates. Open the irise.license file in a text editor to confirm this is the case. If the license key has expired, users will get a message that all licenses are currently in use.
- 3 The physical address as defined in the irise.license file matches that of the network interface physical address on the server. Check this by typing **ipconfig /all** from a command line, and comparing the NIC physical address with the MAC address defined in the license key.
- 4 The network card with the matching physical address to the license key is installed and active on the server (a disabled network card will not be detected and therefore will not validate the license).
- 5 The iRise Definition Center service has been restarted after a license key has been put in place.

NOTE: License keys from iRise 9 and 10 are compatible with iRise 11.1.

Checking Log files for License Information

There are three log files that contain license information that can be used to resolve possible license-related issues.

Once the iRise Definition Center service has been started, it will create a **stdout.log** file in the `C:\iRise\DefCenter\tomcat\logs` that will contain information on whether it found the `irise.license` key and display whether the physical address matched.

Cannot Connect to the Server

In the event that a client cannot connect to an iRise Definition Center service, follow the steps below:

- 1 Go to a command prompt and type **ping** followed by the hostname,

```
ping server.domain.com
```

An exception to this is localhost, which will usually refer back to itself. If a user attempts to connect to a remote machine from their machine using localhost, it will refer back to their machine. The full hostname will need to be referenced for the remote machine.

If there is no response from a ping, then check that the server is running and that the network connection is working. In some cases when going through a firewall or proxy server, ping messages may be blocked, but the http and https protocol used to connect the client to the server may still be allowed.

- 2 Make sure the iRise Definition Center service is started on the server.
- 3 Make sure that valid information has been entered for the proxy server if users are required to pass through one.
- 4 Make sure that the server is set to connect to the valid port.

Cannot Log In

- 1 Passwords are case-sensitive. Check the Caps Lock button to ensure it is not on.
- 2 Check the following on iRise Definition Center:
 - The user account exists
 - The user is "active"

Memory Issues

Performance and stability of the iRise Studio client may be affected by available memory in the client machine.

The following memory-related issues may arise if the minimum System Requirements for memory are not met in the client machine:

- If the client machine RAM is completely utilized, iRise Studio will begin to use Virtual Memory (the swap file). Application performance could be greatly impaired as a result.
- If both the RAM and the Virtual Memory approaching the maximum size, iRise Studio may become unstable.

Note: To ensure optimal performance if iRise Studio and iRise Definition Center are running on the same machine, the machine must meet the *total minimum System Requirements for both components*.

If the recommended System Requirements have been met and memory resource issues persist, please contact **iRise Customer Support**.

Make more memory available on the server

To make more memory available on the server, follow these steps:

- 1 Close all other applications that are running.
- 2 Use the Windows Task Manager to close background applications and services.

Acknowledgements

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Contact Us

iRise Customer Support is open Monday through Friday (except for holidays).

Toll Free: (866) 361-3900

E-mail: support@irise.com

Web: <http://www.irise.com/support>

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