# Setting Up Hosted Service

COMPanion Corporation offers a number of application services that are hosted directly at one of our private, first-class, data network facilities. These services are hosted on secure, access-restricted machines that are protected by battery backup, housed in a climate-controlled environment, and connected to the internet via a 100MB (minimum) fiber-optic connection. All services are monitored electronically by certified professionals 24/7, so if a problem *does* occur, it can be addressed quickly. Equipment modification and upgrades are completed swiftly and scheduled during off-hours and low-use periods.

Hosted services that store customer data are maintained on hardware that is configured with hard disk drives in a RAID 5 array; in the event of hard drive failure, service will *not* be interrupted. All customer data is backed up daily and stored on COMPanion servers, with an additional daily backup stored securely off-site at a separate data network facility. Daily backup data is kept for seven (7) days as part of the dedicated **Hosting Service Agreement**.

This data *cannot* be accessed outside of COMPanion's hosted services. However, for a nominal fee, a DVD-based hard copy of your data may be obtained for safekeeping and is offered by COMPanion as an additional measure of protection and peace of mind.

In the unlikely event that your data needs to be restored from a backup, COMPanion will perform that service at no additional charge as quickly as possible.

COMPanion respects your hosted data as confidential and *will not* distribute any of your data's contents to a third party without prior written authorization. Any authorized third party with which COMPanion does business would guarantee the same expectation of confidentiality.

If you would like to license the use of COMPanion's hosted service or would like to order a DVD-based backup of your data, contact your sales representative at (800) 347-6439 for information and pricing.

If you've already licensed use of COMPanion's hosted service and have questions or problems during installation, contact COMPanion's 24-hour Technical Support Service at (800) 347-4942 or by email.

This section will help guide you through Textbook Tracker's hosted installation process.

> **- N O T E -**
>
> During instruction, COMPanion assumes that you have a basic working knowledge of your computer's operating system.

Make sure to have the registration letter that came with your software—it contains the required username, password, and serial number information required during installation.

If you are not familiar with browsers, domain names, IP addresses or other information mentioned above, see your system administrator or other qualified individuals in your organization to help you get set up. If you have questions or problems during installation, contact COMPanion's 24-hour Technical Support Service at (800) 347-4942 or (801) 943-7277 or by email via: *support@companioncorp.com*.

## Hardware and Operating System Recommendations

Textbook Tracker's hosted software solution has been developed to work under both Windows and Macintosh-based operating systems. With the exception of subtle differences between the controls at the tops of windows and minor differences in operating system functionality, the program operates identically across both platforms.

Here are the minimal hardware and operating system requirements for using Textbook Tracker's hosted service:

**System Requirements for Textbook Tracker's Hosted Workstations**

|  | Minimum | Recommended |
|---|---|---|
| **Textbook Tracker v4: Workstation** | Mac OS 10.5+<br>Windows XP+<br>G4, Pentium 4+ (or equivalent)<br>1GB of RAM<br>200 MB of free HD space<br>TCP/IP Network<br>1024 x 768 Screen Resolution | Mac OS 10.6+<br>Windows 7 or 2008 Server<br>X86, Multi-Processor/Core<br>2 GB of RAM (or higher)<br>More than 200MB of free HD space |

## Textbook Tracker Hosted Service Communication Systems

Textbook Tracker Workstations require TCP/IP to communicate between hosted Data Stations and their clients.

| ¡ **W A R N I N G** ! |
| --- |
| A fixed TCP/IP address for each hosted Textbook Tracker Data Station will be provided to you and cannot be changed or dynamically allocated. |

When you subscribe to Textbook Tracker's hosted services, you'll be provided with a completely comprehensive *tthost.companioncorp.com* URL. You won't need to worry about setting up the server IP address because during the installation process, if you follow the steps correctly, the client will connect to the hosted Data Station and aquire the appropriate IP/DNS. Your hosted IP/DNS will appear in your **Transaction log** each time the Textbook Tracker Workstation is launched. It is located approximately three or four lines down and will display **TCP is Active, IP Address is**: [your IP address here].

```
• Start Check In/Out
Finished checking support files
Attempting to contact update server at updateserver.companioncorp.com.
Your Software Subscription expires on 01/01/2050.
The update server reports your software is currently up-to-date.
Starting web service on port 80
TCP is Active, IP Address is 123.456.78.910  ⬅
Web services activated on port 80.
Updated server domain name: http://123.456.78.910:80/30467/1234567
```

| - **N O T E** - |
| --- |
| Make sure that **Port 80** and **Port 30467** is open on your firewall; these ports are used for web access and client-server communications (i.e. communications between the Data Station and Workstations). If you don't have the proper authorization or are not familiar with ports and firewalls, please contact your system administrator or other qualified individuals in your organization to help you get set up. If you have questions or problems during installation, contact COMPanion's 24-hour Technical Support Service. |

## Setting Up Textbook Tracker's Hosted Service

Make sure that the machine on which you will be downloading and running Textbook Tracker meets the minimum recommendations for both hardware and operating system software.

All of your information (data) will be stored at one of COMPanion's secure data network facilities.

After licensing use of Textbook Tracker's hosted service, you can download Textbook Tracker's Workstation clients on other computers over the world wide web.

To download clients over the world wide web, make sure you have the **Login User Name** and **Password** provided to you in your registration letter; these will later be available to edit or change in the **Operators** system preferences of your hosted Data Station.

Detailed below are the general steps required to setup Textbook Tracker's hosted service:

Step 1.    Since COMPanion hosts your main **Textbook Tracker Data Station**, it will already be up and running and ready for you to download your Workstation clients.

Step 2.    Determine which computer the client will be installed on. On that machine, open an internet web browser (e.g. **Internet Explorer**, **Firefox**, **Safari**, or optionally **Chrome**).

Step 3.    In the browser **Address** field (located in the upper-left corner of the window), type the address provided to you in the Textbook Tracker hosted registration letter followed by the serial number and "*/install*" (e.g. this address will look something like this: *tthost#.companioncorp.com/#######/install*



Step 4.    If you performed the latter step correctly, the **Textbook Tracker Hosted Client Download** page should appear, requiring that you input the **Login User Name** and **Password** provided to you in your registration letter. Please note that login usernames and passwords *are* case-sensitive; that is, they require the proper invocation of uppercase and lowercase letters.

Step 5.     From the provided links, select the appropriate client to download:
            • **Windows Workstation**
            • **OSX Workstation**
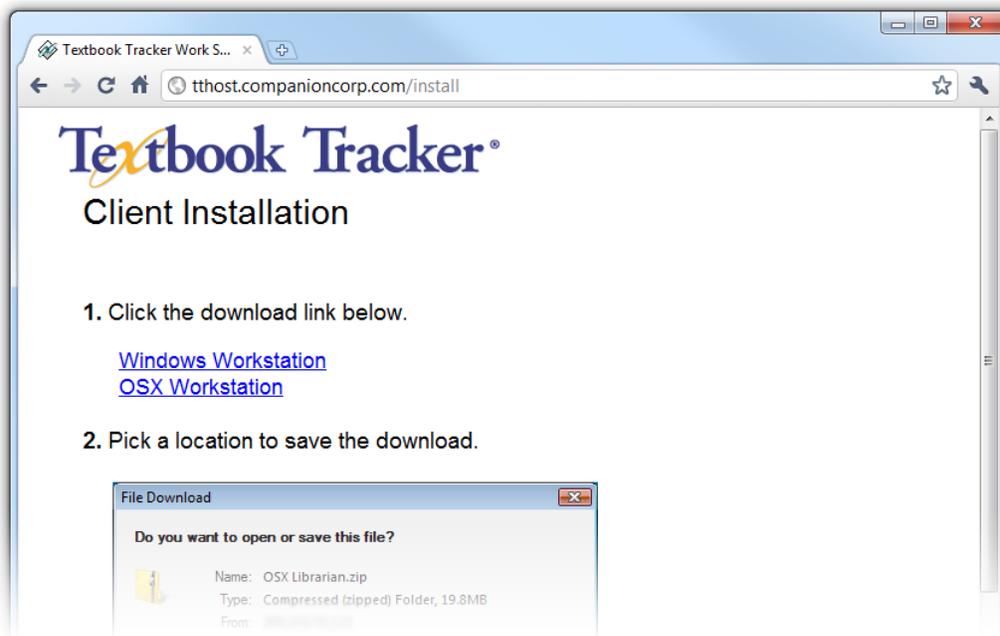


Step 6.     After selecting the appropriate client to download, you will be prompted to save the file; choose to **Save File** and click **OK**.

Step 7.     The zipped **Textbook Tracker** client file, which contains the appropriate client folder inside, will be downloaded to your designated operating system downloads folder.

Step 8.     The downloaded file will be compressed (zipped); extract all of the contents of the file before proceeding. Usually, the extracted folder will appear in the same directory where the *.zip* file was downloaded; in this case, you will have a file and a folder in the directory with the same name—either **Textbook Tracker Workstation (Mac/Win)** respectively—the only difference being that one is zipped.

Step 9.     If you haven't already moved the extracted client folder to your desktop, COMPanion recommends that you do so now. The client folder can be moved anywhere on your machine—it's generally moved to the desktop to make it easier to find.

Step 10.    Inside your newly extracted folder, double-click on the **Textbook Tracker** Workstation installer icon (*.exe* or *.dmg*) to launch the application.

Step 11.    Next, the Workstation application will launch and automatically connect to the hosted Data Station.

Although it's nearly foolproof, if any part of the installation process goes awry, please contact COMPanion's Technical Support Service at (800) 347-4942 or (801) 943-7277 and follow their guided, step-by-step instructions.

Notes: